



House of Praise [HOP]

House of Praise is a Birmingham city branch of the worldwide known Redeemed Church of God (RCCG) network of churches. The Church runs weekly meetings and special events, coordinated by the leading pastors, and about 50 volunteers.



Challenges Faced

Relationship building is key to HOP, as the Church invested effort to interact with members using a variety of methods.

Important team information was cascaded through team leaders using social media platforms such as WhatsApp groups. As there were over 10 teams in the Church, and a number of other groups, it became difficult to manage.

HOP had also invested in a church mobile phone line which was manually used to send birthday SMS messages to members. The process came with a lot of admin challenges such as maintaining the address book on the phone.

Managing rosters posed a number of challenges. Firstly, they were manually created by team leaders. Team leaders also had to verbally remind volunteers when they were scheduled to serve. It was inefficient and unsustainable.

The calendar of events was disorganized also. Members were verbally informed when an event was coming up. This was sometimes communicated late, resulting in poor attendance, and event cancellations.

Lastly, the follow up team struggled to follow up on visitors, and church members. There wasn't a central database for the church contacts, so it was always a challenge to find contacts.

Plannerdale Chosen

HOP desired a system with a simple user interface and features that addressed the highlighted challenges. After strong recommendation, Plannerdale was selected.

Core System

"Plannerdale is now our core system for managing Church operations. We use the system for managing contact details of members & visitors, sending personalized messages to members, and management of team rosters. Communication and interaction has really evolved in Church. Members are automatically reminded on upcoming events, birthday messages are automatically sent to members, and automated roster notifications are sent to volunteers. Our follow-up team can now easily find contact records, and update easily. The system has really made a big difference. Using Plannerdale, we save a lot of hours every week that would have been wasted on manual admin."

Mary Oluyemi, Team Leader

Spectacular System

"Plannerdale is a spectacular system in many dimensions. It helps improve the management of an organisation's operations making it easier and more efficient."

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