



Switching to a new Early Childhood Platform

A simple guide from Grandir
UK, Dynalogue, and Family



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Our contributors

In this guide you'll hear from:



Lydia Hopper, Amy Johnson & David Lord
CEO of Grandir UK
System Training and Support Coordinator
Regional Manager

Grandir UK is a group of over 81 day nurseries and preschools across the UK - you'll recognise their Kiddi Caru, Maggie and Rose, and Head Start Day Nursery brands, among others. They are a part of the larger Grandir group of 650 centres across Europe and North America.



Neil Pace & Johnny McCarthy
Principal Consultant
Lead Consultant for Data and Applications

Dynalogic are technical consultants in IT strategy, project and service delivery management, IT outsourcing and technology transformation.



Family
International Early Childhood Platform

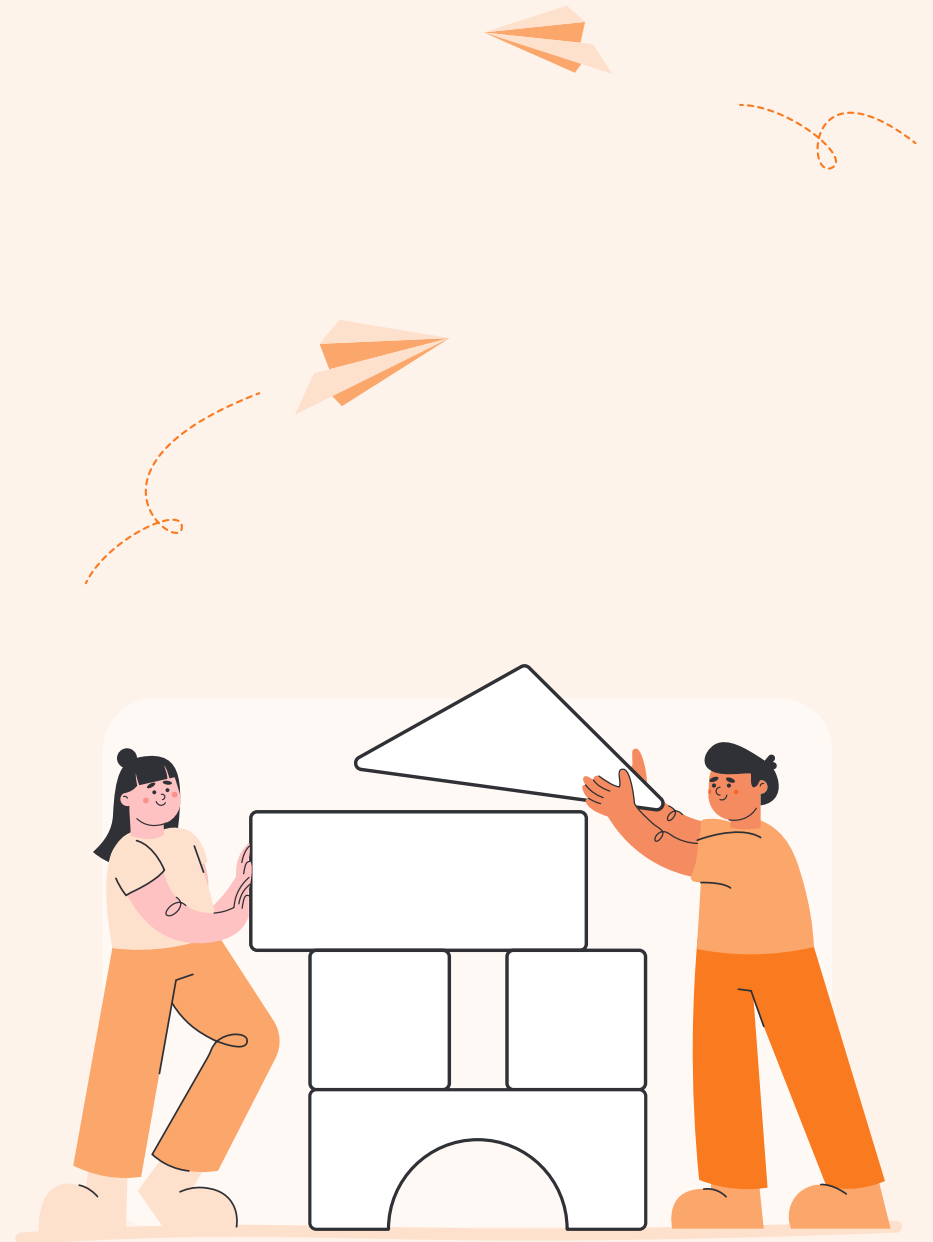
We bridge the collaboration gap between the grown-ups who raise young children. Family supports early years providers and families to communicate, share information, handle admin together, run their business, and learn new things - so they can focus on the early interactions that count.

**“To grow the
business, I need
great data”**

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Why was Family the right choice for Grandir UK?

Moving to a whole new Early Childhood Platform for your settings is no small decision to make. How did Grandir UK know Family was the right option for them?



Time for a change

On joining Grandir UK, part of my remit was to grow the business. I knew that **to grow the business, I needed great data**. I needed good visibility so that we could keep doing what we were doing in our core portfolio whilst also growing. However, I knew that the FMS [Family Management System] that we were currently using wasn't going to give me the right level of business insight. It didn't offer the right level of intuition for nurseries, nursery managers, or for parents in its current format.



Lydia Hopper, CEO, Grandir UK

With nurseries, it's always worth being open-minded to doing something easier, better, quicker. One of the things I do like about Famly is the fact that you can move through it easily. You don't have to go into loads of different screens to do things. It's very simplistic - they've just made it very straightforward



Amy Johnson, System Training and Support Coordinator, Grandir UK

The right features






Through a process of running workshops and talking to the Grandir UK team, Neil and Johnny from Dynalogic created a categorized list of requirements. Of the 217 individual requirements that came out of these discussions, the Dynalogic team was able to weigh up the most important for Grandir UK.

When we began the process of comparing the platforms, **Famly were way, way ahead of everybody else in terms of overall ability to meet such a wide range of requirements.** The others were trailing Famly - Famly's coverage was better than anybody else.



Neil Pace, Principal Consultant, Dynalogic



Specifications for Grandir's new platform	Famly
Include financial management to reduce errors and resultant queries in invoicing, with a reduction in debt/ time taken to receive payments.	 Famly pay (in-app automatic card payment and direct debit payment), automatic invoicing and payment reminders, and parents can view clear invoices and fees due in-app.
Act as parent portal to improve and support interaction with parents	 Newsfeed for text, photo, and video sharing, collaborative learning journals, activity feed of key events in children's day, private messaging, holiday and absence logging, and in-app calendar for events.
Provide a detailed overview of their data, including aggregated reporting for KPIs	 Famly Insights for whole-org reporting, including revenue and debt reports, attendance and occupancy reporting. Famly is also working with Grandir to create even more custom reports.
Be user-friendly for the practitioners and for parents	 Famly has 4.8 stars and is rated Most Recommended, Best Ease of Use, and Best Customer Support, on Capterra, Software Advice, and GetApp.
Reduce workloads through more efficient processes	 Famly's early childhood platform is an all-in-one. No more wasting time hopping between different systems, spending hours on the phone, or running back and forth to the office.

The right size

Besides offering the right feature set for a growing early education group, Dynalogic's Johnny and Neil needed to be sure that they were presenting Lydia and the Grandir UK team with a solution that could grow with them.

One of the things Famly did very, very well was **the senior executives were engaged right from the start, but they trusted the team to run the process.** They were involved in the process, but the team were running it. Famly were absolutely right at the front of the pack from that moment.



Neil Pace, Principal Consultant, Dynalogic

- ✓ Family operates in 18 countries
- ✓ 412K children are supported through the Famly platform around the globe
- ✓ Family works with 6300+ early years settings
- ✓ Family has 5 offices across the world with over 130 employees

The right relationship

While meeting the requirements on paper, Lydia, Johnny, and Neil wanted to be sure that Famly would be the right company to work with, on an interpersonal level.

We try and lay everything side by side and we try and give everyone a fair view. But once you've done all of that, **it comes down to who you actually want to work with. And again, I think that's where Famly really came through.**



Johnny McCarthy, Lead Consultant for Data and Applications, Dynalogic

I believe what could have been a really difficult project was a resounding success. Having Dynalogic in my camp makes a massive difference, but having **Famly open to building a relationship and staying in the relationship was so important.** You quite often find with suppliers that everyone's really keen in the first couple of months, but then it starts to peter out. We didn't see that at all with Famly. We saw commitment right the way through.



Lydia Hopper, CEO, Grandir UK

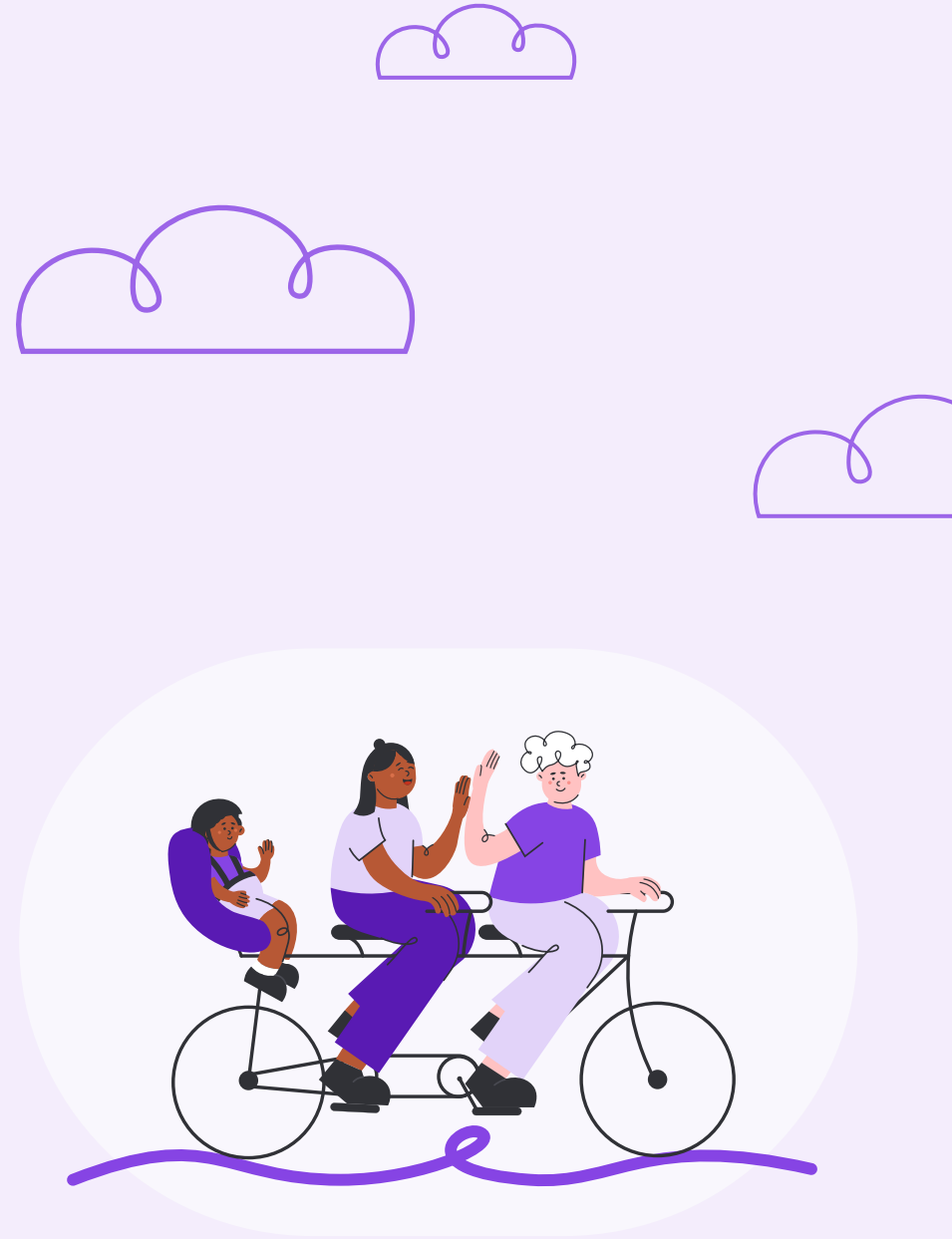


“My expectations of the success of the project have been exceeded”

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How was Family rolled out across Grandir UK?

With 81 unique settings and growing, a smooth roll-out across the organisation was absolutely essential for Lydia and the Grandir UK team. The Dynalogic team had a meticulously planned roll-out strategy to ensure adoption went well.



The roll-out process

We focused a lot on the operations team and they really took to it, they really got involved. We had Family champions for each of the regions. We had a pilot area. We made sure that we held regular briefings. We had a process that we absolutely got dialled in by the time we were onto our fourth group of the roll-out.



Neil Pace, Principal Consultant, Dynalogic

- ✓ 12801 Grandir UK parents and carers enrolled on Family
- ✓ 1897 Grandir UK staff using Family
- ✓ 8498 child profiles in Family
- ✓ Over 7500 invoices sent through family to Grandir UK bill-payers every month
- ✓ Over 2600 Newsfeed posts each month
- ✓ Over 15,400 observations made each month



The speed of adoption

In many ways, **my expectations of the success of the project have been exceeded**. In terms of user engagement, and now we're past pilots, the speed of the rollout. And I would say we've got a hundred per cent adoption. Everyone's engaged with it.

Looking back on it now, **it's quite incredible that in less than a year, we've got all the nurseries across to Famly and they're up and running**. It's quite phenomenal really.



Lydia Hopper, CEO, Grandir UK

The support available

There are always going to be some teething problems or things that crop up that you can't foresee. But we have had a lot of support from Famly - the support function is really good. We will send over queries and the explanation that comes back is always clear. Alex is our account manager and we have a meeting with her every week. She picks up queries, feeds everything back to us, keeps us in the loop, and gives us a progress report.



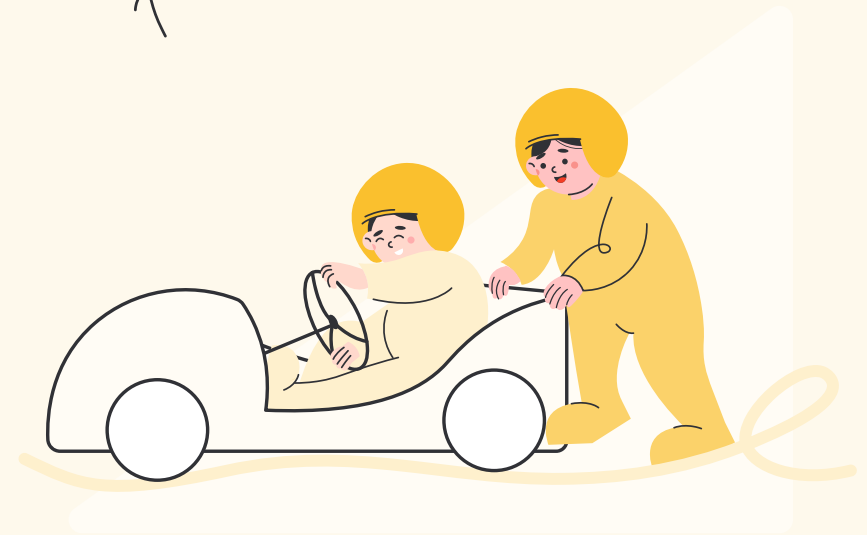
Amy Johnson, System Training and Support Coordinator, Grandir UK

**“A great step forward for our
business and local settings”**



Assessing the impact

The success of any project is measured by the impact it has on those involved, especially in regard to the objectives set at the start. How has moving to Family impacted the Grandir UK team?



“From an adoption point of view, from the parent communication side of things, the increased efficiency in finance, the lack of queries coming back on invoices, and all of the very specific points that we were looking for, they were all ticked off.”



Neil Pace, Principal Consultant, Dynalogic



Objective	Family
Include financial management to reduce errors and resultant queries in invoicing, with a reduction in debt/ time taken to receive payments.	<p>"We don't have as many queries coming through as we used to have. We're also in a better position to be able to say to nurseries, "We'll show you how to do this and you can do it yourself." Family's simple enough to run through it maybe two or three times and the setting manager can just get on and do it themselves. It wasn't as simple with the old system, so quite often we'd end up having to complete whatever task it was for them."</p> <p><i>Amy Johnson, System Training and Support Coordinator, Grandir UK</i></p>
Act as parent portal to improve and support interaction with parents	<p>"The Grandir App [Family] has been widely adopted by parents and communication across all aspects with Parents has been improved as a result."</p> <p><i>Dynalogic Project Closure Report: Grandir UK</i></p> <p>"The newsfeed function has been amazing and a great step forward for our business and local settings. The parents have really engaged well across the region with this function and many commented how they feel even more part of the nursery than before!"</p> <p>"Parents have given the feedback to local sites and to the operational team that we should have done this sooner!"</p> <p><i>David Lord, Regional Manager, Grandir UK</i></p>
Provide a detailed overview of their data, including aggregated reporting for KPIs	<p>"Managers, Regional Managers, and Senior Leadership can access information remotely in ways not previously possible."</p> <p><i>Dynalogic Project Closure Report: Grandir UK</i></p> <p>"For the nursery managers and staff using Family, they seem to be much happier with the visibility of it, especially the booking patterns, funding, and discounts. All that information is on one screen. They're not having to go to several different screens to see that data."</p> <p><i>Amy Johnson, System Training and Support Coordinator, Grandir UK</i></p>
Be user-friendly for the practitioners and for parents	<p>In comparison to what we had previously, having the Family app has actually made things more visible for the parents, especially in terms of the payment side of it. They can go in themselves and easily see their balances and their invoices. It has, I think, made a big difference to the parents."</p> <p>"Not long after having the training, the staff were keen to press on and get Family fully in use, as they immediately saw the benefits and found it to be so user-friendly, which they loved."</p> <p><i>David Lord, Regional Manager, Grandir UK</i></p>
Reduce workloads through more efficient processes	<p>"Family's taking the burden of the admin for setting managers. Most nurseries don't really want to be looking at figures and billing - they really want to be spending their time with the children and they don't want to have to stay behind afterwards to pick up the admin. Family has actually taken some of that away."</p> <p><i>Amy Johnson, System Training and Support Coordinator, Grandir UK</i></p>

Improved processes for acquisitions

With any growing early years group, acquisition of new settings is often on the horizon. Being able to seamlessly train staff and add new settings to their group is key for Grandir UK.

Johnny and Neil [of Dynalogic] did a great job getting my internal team to a point that they'll be able to train independently, along with Family, obviously. **So when we do acquisitions, the speed of rollouts and quality of training will be improved.**

I sat with a group of eight nursery managers last week who have only been part of our organization for two weeks **and every single one of them spoke positively about how we were launching the FMS [Family], how we were training it, and what difference it was going to make to them.**



Lydia Hopper, CEO, Grandir UK

More time for the most important things

The whole learning and journey of the child is something that Family does really well and it gives that aspect more importance. Although, obviously, the finance aspect is important, **Family's taken the complications out of that side so the nurseries now are not having to spend so much time on admin.** They've actually now got more time for the learning journey and for the children themselves.



Amy Johnson, System Training and Support Coordinator, Grandir UK

Early Years can be known for paperwork; moving to Family has helped to simplify what we do as a business and have a system that is all in one place, reducing the need for paperwork and forms. It is a 'real time' system and **this supports us to limit the paperwork and spend more time with the most important people who use our service, the children.**



David Lord, Regional Manager, Grandir UK

