

# Scottish Rugby Union

Learn how Scottish Rugby Union got in front of the security curve with greater compliance and contractor visibility for 20x more visitors

Scottish Rugby Union, the second oldest rugby union in the world, needed to improve its security at Scottish Gas Murrayfield Stadium, Scotland's largest stadium with a capacity of over 67,000. When games resumed after the COVID-19 pandemic, they faced 20x more visitors than before, managing hundreds of contractors and staff entering the facility daily.



## Location

Edinburgh, United Kingdom



## Industry

Spectator Sports



## Size

300+



## Challenges

- **Manual tracking process** for contractors entering and leaving the stadium
- Transition from managing 15-20 people daily to **approximately 400 per day**
- Increased **security concerns** following the 2017 Manchester Arena bombing
- Need to get ahead of **new security measures** highlighted in the post-Manchester Arena attack inquiry
- Contractors with long-term relationships **previously not required to specify** individuals attending the stadium



## Results

- Over **80%** of the rugby union's contractors **complying with the new security system**
- Complete **digital log of all individuals** on-site at any given time
- **Touchless entry system** for contractors and staff using QR codes
- Ability to **verify who remains** in the building at closing time
- Streamlined process for managing contractor access

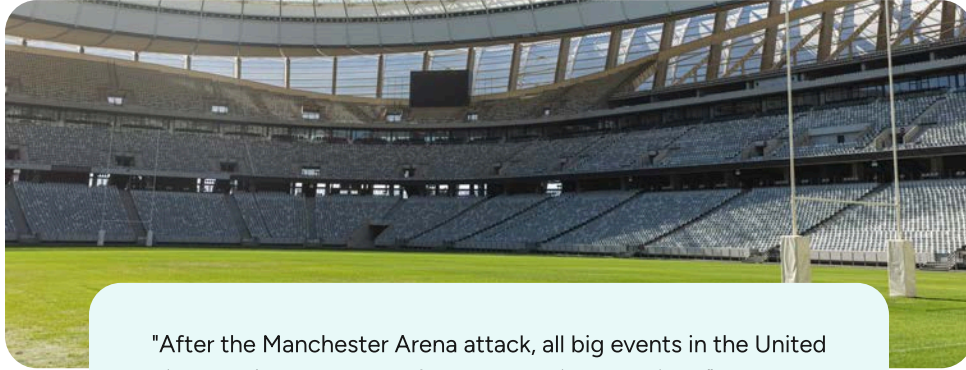
"If you're not invited, or the gatehouse wasn't told you were coming, you're not getting in the stadium. Sign In Solutions has streamlined the entire process."

**Alan**

IT Manager, Scottish Rugby Union

## Getting in front of the security curve

The need for enhanced security was the driving force behind Scottish Rugby Union's decision to deploy Sign In Solutions on-site and at their head office. Following the independent inquiry into the Manchester Arena attack, security concerns became a top priority.



"After the Manchester Arena attack, all big events in the United Kingdom have been much more security conscious." - **Alan** - IT Manager, Scottish Rugby Union

The organization wanted to implement solutions that addressed security concerns before they became mandatory requirements across major stadiums in the United Kingdom.

## Taking on 20x more contractors—per day

With the new system, visitors scheduled to come on site the following day are uploaded into the Sign In Solutions platform daily at 4 p.m. Contractors receive a registration link with a health screening questionnaire, and upon completion, they receive a QR code for touchless entry at the gatehouse.

"We went from managing maybe 15 to 20 people a day to about 400 a day," explained Alan. "We ran the full gamut of contractors. If we needed them, we probably had them on site."

This digital approach replaced the previous manual process where staff would simply notify the gatehouse that a contractor was coming, without tracking exactly who entered and left the stadium.

## Increased visibility and enforcement

Sign In Solutions has provided the security team with greater control and insight into who is accessing the stadium. Even contractors with long-term *relationships must now register through the visitor management platform and scan in* with their QR code.

"If you're not invited, or the gatehouse wasn't told you were coming, you're not getting in the stadium. It has streamlined the entire process," said Alan.

Some contractors have been refused entry for not following the new protocol, reinforcing the importance of compliance. Alan expects the remaining 20% of contractors to comply with the system quickly.

## Work smarter with Sign In Solutions



### Mitigate risk

Improve pre-registration processes, utilize internal and third-party watchlists, verify identities, and ensure audit readiness.



### Maximize efficiency

Meet complex operational requirements through advanced automation, customization, and access control integrations.



### Enhance experiences

Elevate every part of the process for employees, visitors, and contractors through seamless check in, white label branding, emergency preparedness, and robust meeting and appointment planning.

**Ready to upgrade your compliance experience?**

**Contact us**