

revolutioniseSPORT Migration

Frequently Asked Questions

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Platform

Why do we want to move to this platform?

Squash Australia has partnered with revolutioniseSPORT for a full system replacement to modernise functionality.

revolutioniseSPORT is an emerging market leader in online club management in Australia. The platform supports grassroots clubs to peak sporting bodies, and currently supports a combined 241 National and State Sporting Organisations across Australia.

Fees

What are the costs associated to stick with SportyHQ following the migration?

When the migration from SportyHQ to RevolutioniseSPORT is complete, any centre, club or association that does not wish to take up the free services provided through Squash Australia affiliation should contact SportyHQ directly for a fee schedule.

Squash Australia will not provide any financial or service support for any club, centre or association that does not adopt RevolutioniseSPORT.

How much does it cost a club to join Revolutionise Sport?

Free. All clubs, centres and associations affiliated to Squash Australia will receive access to RevolutioniseSPORT features and functionality.

Support

How do I contact RevolutioniseSPORT for support?

Squash Australia and RevolutioniseSPORT will conduct training and education sessions for State and Territory Associations and Club administrators at the end of 2022.

Support will be provided by RevolutioniseSPORT with contact information to be provided during the training and education sessions.



Functionality

How much access will I have to modules of RevolutioniseSPORT?

Extensive features within revolutioniseSPORT will empower affiliated organisations with a dedicated club management platform that centralises several core operational requirements, including:

- Member registration and data analysis
- Financial tools including online payments capable of 'splitting' funds to relevant organisations as well as automated reconciliation and invoicing
- An inbuilt marketing and communications platform proven to deliver industry-recognised campaigns
- Advanced events and ticketing management
- Complimentary and customisable out-of-the-box websites for all organisations
- Corporate governance tools including meeting minutes, task allocation, incident tracking and injury reporting

Is there a player premium option?

Through SquashLevels, all your competition data and information will be made available through your revolutioniseSPORT profile.

If you do not have a Squash Levels account, you can set one up [here](#).

Is there live scoring?

Yes. Live scoring will be available for all competitions and events using mobile, tablet and website facilities.

Data

Will all my match history come across?

To ensure that all your match history is maintained, all users should ensure that match history is up to date on SquashLevels.

If you do not have a Squash Levels account, you can set one up [here](#).

What happens to all my data?



revolutioniseSPORT is a cloud-based platform hosted entirely on Amazon Web Services (AWS) in Sydney, Australia. Consequently, the platform is protected by the standard expertise and security features available to all AWS clients.

The platform is multi-tenanted, with an abstraction layer between our platform and database thus

further protecting client data from inappropriate access by other clients.

[Click Here](#) for the revolutioniseSPORT Privacy Policy

Squash Levels

How does Squash levels fit into Revolutionise Sport?

SquashLevels is your one-stop shop when it comes to keeping track of your match results. Many players will play in different leagues and tournaments using a variety of systems and SquashLevels works with various tournament software, including RevolutioniseSPORT. SquashLevels can bring that data into one place, providing a complete overview of your performances.

How is SquashLevels different to SportyHQ?

Although SportyHQ and SquashLevels have much in common - they both follow the basics of the Matrix system - SquashLevels takes a lot more into account when calculating a player's level change and is a lot more dynamic:

- Points scores - a lot more accurate especially for 3-0 results
- Behavioural modelling - e.g. good players don't have to hammer lesser players
- Maths - a 2x level means twice as 'good' which equates to game scores such as 11-5 for example. On SportyHQ the changes are incremental and a difference of around 300 points is equivalent to 2x in playing level.
- Calibration with other clubs, states and countries

What impact will this have on my level?

SquashLevels will tune the amount of change per match to keep the system engaging (so players always get something out of every match) while being damped enough to give a reasonably stable level. In comparison with SportyHQ, changes are usually quite small and it can take time for a player to move much. SquashLevels is around 10x more dynamic.

SquashLevels has analysed the SportyHQ system. The small changes seen each match (e.g. 100 points) give the impression the difference between players is a lot when, in fact, it's only ~ 30%. It will take a very long time to change by 100 points.



Competitions

What happens if the rollover is half-way through a competition that is being run on SportyHQ?

Any competitions that are in progress at the time of 'go live' will be able to continue using SportyHQ through until the end of that competition.

Migration

As a club, how will my membership plans come across – is this through a CSV file?

All state and territory associations will provide Squash Australia with club details for account set-up. Through the training process, clubs and centres will have the opportunity to define membership plans that fall in line with the Squash Australia Affiliation Plan.

How long will migration take to occur? Will I be using two systems for a period?

Detailed Training Schedule, Project Plan & Migration Milestones and FAQ documents will be available [here](#) throughout the migration.

Will all my club set-up automatically transfer or do I need to start from scratch?

Squash Australia will manage all account creation and set-up. There will be some details that will require attention from club and centre administrators. This will be detailed throughout the training sessions.

SportyHQ

What happens to my club/state website that is linked to SportyHQ?

All affiliated clubs and centres receive a complimentary and customisable website with the same URL.

Who do I contact from SportyHQ for support in the rollover period?

SportyHQ support will continue through the same process. Clubs and centres that need support should contact their state/territory association.

More SportyHQ support information can be found [here](#).

How long will we have to use SportyHQ?



SportyHQ access will be available until full migration is complete. This is expected to be in the first half of 2023.

Will players have the same rating or will it be a new rating?

Squash Australia has recently partnered with SquashLevels. As part of the partnership, Squash Australia members will be able to claim a SquashLevels account. The account will give users access to their competition data and an innovative rating to track their playing level and monitor their performance. Plus, members will receive 25% off premium membership plans.

How does this impact my SportyHQ rating?

Ratings will be managed through SquashLevels. See how your SquashLevel compares to your [SportyHQ Level](#).

SportyHQ points	SquashLevels level	Standard
2000	20,000	Pro
1800	10,000	
1600	6,200	Top club
1400	3,800	
1200	2,300	Strong club
1000	1,400	
800	850	Average club
600	580	
400	310	Low box

General

It will be free for Clubs and Associations (no monthly fees, only transaction fees for payments made through the platform)?

Yes, this project will see every Squash Australia affiliated organisation granted access to their own dedicated revolutioniseSPORT 'portal' providing for autonomous operations which still allow for a seamless flow of core data and finances at no cost.



It will do everything Sporty HQ can do, and more?

revolutioniseSPORT will address Squash Australia's requirements by reducing onerous administrative processes and providing much more than a standard member Customer Relationship Management System (CRM). Critically, extensive features within revolutioniseSPORT will ensure Squash Australia is able to empower affiliated organisations with a dedicated club management platform that centralises several core operational requirements, including:

- Member registration and data analysis
- Financial tools including online payments capable of 'splitting' funds to relevant organisations as well as automated reconciliation and invoicing
- An inbuilt marketing and communications platform proven to deliver industry-recognised campaigns
- Advanced events and ticketing management
- Complimentary and customisable out-of-the-box websites for all organisations
- Corporate governance tools including meeting minutes, task allocation, incident tracking and injury reporting.

Will all historical data transition across (result history, members/member info, facilities information, court booking history)?

Squash Australia will work with State and Territory Associations to update current records to ensure that all data migration is up to date. Additionally, using SquashLevels, members will have access to match history and competition data through their RevolutioniseSPORT profile.

March 2023 implementation – this is during a pennant/league season (Feb to June), will we have the chance to use the new system prior to this date – set up and troubleshoot.

The rolling project roll out is scheduled to be complete in early 2023. State and Territory Associations will take part in training and education sessions in late 2023 in preparation of the change.

How long is the contract to use RevolutioniseSPORT?

The agreement term between Squash Australia and RevolutioniseSPORT is five (5) years.



Result Entry

Will there be a 'scoring' system players can use, with results going direct into the system?

Live scoring will be available for all competitions and events using mobile, tablet and website facilities.

