

CLIENT CASE STUDY



ENABLING SCALABLE PROJECT DELIVERY FOR SCOTLAND'S LEADING HEALTH CHARITY



CHALLENGE

Chest Heart & Stroke Scotland (CHSS) is the country's largest health charity, delivering essential support to people affected by chest, heart and stroke conditions. As the organisation grew in complexity, project work was managed using disconnected tools like Word, Excel and email. This made it difficult to track risks, assign accountability or produce consistent reporting. Project leads often spent hours chasing updates, and leadership lacked visibility across key initiatives.

SOLUTION

Working with Generation Digital, CHSS implemented a fully bespoke Asana setup that reflected their organisational structure and strategic needs. Projects were linked to functional areas, risks and issues were centralised, and dashboards provided real-time insight into work. Automations and templates were introduced to replace manual processes, and a phased rollout was supported with hands-on, CHSS-specific training. The platform also laid the foundation for CHSS to integrate strategic planning and OKRs into its future operations planning.

RESULTS

The new Asana system has saved the project team significant time, reduced admin, and improved accountability across departments. Weekly reports that previously took up to seven hours are now being replaced by live dashboards. The charity is on track to roll out Asana to 100 users, creating a shared platform that improves visibility, auditability and cultural alignment. Staff now take greater ownership of project delivery and early champions are helping embed adoption across the organisation.

SERVICES PROVIDED

- Bespoke Asana workspace build
- Risk and issue tracking design
- Custom dashboards and portfolio views
- Training for internal teams and project leads
- Ongoing support for rollout and planning



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