



CUSTOMER STORY

QA VENUE SOLUTIONS · KIGALI, RWANDA

Building a consistent operating model across Africa's venues

How QA Venue Solutions is using 24/7 Software to modernise operations, strengthen adoption and prepare its venue-management model to scale.

45,000

seats at Amahoro Stadium

10,000

seats at BK Arena

135 ha

Nyandungu Eco-Park

At a glance

CUSTOMER

QA Venue Solutions (QAVS)

REGION

Africa

PORTFOLIO

Arenas, stadiums, mixed-use venues and destination assets

VENUES INCLUDE

BK Arena, Amahoro Stadium, Zaria Court, Nyandungu Eco-Park

FOCUS

Assets

Inspections

Incidents

Preventive maintenance

Work orders

QA Venue Solutions is a venue services provider specialising in the development, management and commercialisation of large, multi-purpose venues across Africa. As its Rwandan portfolio grew, QAVS turned to 24/7 Software to build one consistent way of working across every venue.

1 BACKGROUND

A growing portfolio needed a repeatable way to work

QAVS combines international venue standards with a practical understanding of African markets, helping venues operate efficiently, remain commercially relevant and deliver a strong customer experience.

In Rwanda, QAVS manages a diverse portfolio that includes the 10,000-seat BK Arena, the 45,000-seat Amahoro Stadium, Zaria Court and the 135-hectare Nyandungu Eco-Park. Each asset has different operating requirements, yet all need consistent oversight across facilities, events, safety, technology and the customer experience.

As the portfolio grew, the limits of informal processes became clearer. Facilities-related work was being managed through spreadsheets, paper checklists, email, WhatsApp and direct follow-up. The work was getting done, but information was scattered, historical records were difficult to maintain and progress often depended on individuals to keep actions moving.



The objective is not technology for its own sake. It is about using technology to create more efficient operations, better information, stronger controls and a more consistent customer experience across our venues.

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2 THE CHALLENGE

More than a digital replacement for paper

QAVS needed a common operating structure that could be applied across venues without creating a different process for every facility.

That meant bringing assets, preventive maintenance, inspections, incidents and work orders into one system, while giving managers a clear view of what had been reported, who was responsible, what remained outstanding and what had been completed.



As the portfolio grows, we need processes and systems that can be consistently applied across different venues rather than creating a separate way of working for every facility.

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Amahoro Stadium and BK Arena, Kigali

3 THE SOLUTION

Modernisation starts with the way teams work

QAVS introduced 24/7 Software as part of a wider technology ecosystem supporting its facility-management operations. The goal is to establish a consistent operating standard across the portfolio and make structured follow-through part of the everyday routine.

The transition is as much about people and habits as it is about software. Instead of handling an issue only through a call or message, teams are learning to record it, assign responsibility, monitor progress and follow the action through to closure. This creates a shared process that reduces reliance on individual follow-up and gives managers visibility even when they are not physically at a venue.



BK Arena



Amahoro Stadium

4 IMPLEMENTATION

Turning adoption into an operating habit

QAVS is still in the implementation phase, and the organisation is clear that sustained adoption will determine the long-term value of the system. The next priority is to make 24/7 Software part of the normal operating routine at every venue and ensure that information is complete, accurate and consistently updated.

Early progress is already visible. Managers have a clearer view of outstanding work and can monitor progress across locations. Teams are also developing a stronger understanding that operational issues need to be documented and owned through resolution, rather than managed only through informal communication.



The biggest change so far is better visibility and accountability. Management has a clearer view of outstanding work and can monitor progress even when they are not physically at the venue.

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**5 RESULTS**

From individual updates to portfolio-level insight

Centralised information is helping QAVS move towards faster, more focused decision-making. Leadership wants to see whether each venue is operationally ready, whether preventive maintenance and inspections are being completed as planned, which critical issues remain open and where recurring problems may require a longer-term solution.

With the same operational information available across venues, QAVS can begin to identify trends, compare performance and make better decisions about resources, maintenance priorities and future investment. Rather than reviewing individual work orders or gathering separate updates from multiple teams, leaders can focus on the issues most likely to affect readiness, safety or the customer experience.

EARLY VALUE**01****Greater visibility**

Into maintenance activities, inspections and outstanding work.

02**Clearer accountability**

Ownership from issue reporting through to closure.

03**Consistent follow-up**

More consistent communication across teams and locations.

04**Trend identification**

A stronger foundation for spotting recurring issues and operational trends.

05**A model built to scale**

A common operating model that can be adapted as the portfolio expands.

6 LOOKING AHEAD

Creating a model that can scale across Africa

QAVS sees technology as essential to scaling its venue-management model across Africa. As the business grows, common systems and reliable data will need to connect the different parts of the operation, including facility and asset management, event management, ticketing, retail and management reporting.

For QAVS, the long-term opportunity is to establish a proven operating model in Rwanda that can be adapted and deployed in other African markets. Standard processes and comparable data will help the organisation allocate resources more effectively, maintain consistent expectations and protect the customer experience as new venues and markets are added.

The modernisation journey is still underway, but QAVS is building the conditions needed for lasting change: a shared operating structure, clearer accountability and reliable information that teams and leaders can act on. As adoption becomes embedded in daily operations, the organisation expects a more complete picture of venue performance and a stronger ability to anticipate needs, prioritise work and address recurring issues.



With 24/7, we have better visibility of maintenance activities, inspections, outstanding work and recurring issues, with a clear process for assigning and following actions through to closure.

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One operating model for every venue.

See how 24/7 Software helps venue teams work from a single, consistent system.

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