

Case Study

FAITHDEAN PLC



Background

Faithdean is a building, refurbishment and fit-out contractor with offices in London and Chatham. With a current turnover in excess of £40 million, it specialises in challenging projects across the City and West End of London. Past developments include the Stella McCartney Retail Store and Sony's flagship London Headquarters.

Problem

Faithdean, like many other businesses, was operating a set of independent systems when it came to IT. With Outlook for managing contacts, and Excel and Word for pretty much everything else, the business lacked overriding integration. Company growth meant that this way of working was inefficient and unreliable. The lack of central control hindered even the simplest of tasks, such as finding out the most up-to-date contact information on a supplier, or locating the latest version of a drawing. Exchange inboxes were regularly hitting their limits, due to large volumes of email documentation, and it was clear that an information management solution was required.

Solution

The initial plan was to source a system for managing emails, which led Faithdean to Union Square for Construction. Union Square's email management functionality alone was enough to encourage the company to register interest. Upon further inspection Faithdean realised the system could bring other benefits such as a centralised contacts, projects, enquiries and organisations database, a centralised approach to RFI management and the streamlining of workpackage tender processes.

Rather than changing the way the business worked Faithdean was keen to support existing processes in a more efficient way. The flexible nature of the Union Square system lent itself to this approach as it could be easily customised to fit the business. The fact that the system would be hosted internally was an added bonus as Faithdean was keen to retain control of its data in one secure location.

Company

Faithdean

Business

Main Building Contractor

Number of staff

90

Solution

Union Square for Construction

"The flexible nature of the Union square system meant it could be easily customised to fit the business."

UNION SQUARE
FOR CONSTRUCTION

Implementation

Employees were chosen, from each department, to be trained as 'Champions', passing knowledge on to other users and acting as contact points for any queries. Director-level engagement was key to educating staff and demonstrating ways in which the system would make their lives easier. Weekly bulletins were also produced to highlight the various functions of the system leading up to the launch.

Since implementation Faithdean has further developed the Union Square system. A revamp of the document structure has increased efficiency and the business has also successfully integrated an associate company, with the help of the standardised procedures supported by Union Square.



Benefits

Some of the key benefits Faithdean is realising since implementing Union Square include:

- **Centralised data** – contact, project, enquiry and organisation data is now stored centrally and linked together, providing quick and easy access to one version of the truth and improving visibility across the two separate offices and on site.
- **Easier distribution of documents** – links to any document can be distributed internally and third parties (with permission) can download specified documents directly from the system.
- **Standardisation and QA compliance** – workflows automate QA procedures, assigning Health and Safety Managers to projects and notifying team members when actions need completing. Templates ensure a standard approach to documentation across the business and the controlled document structure ensures an organised filing system.
- **Cost savings** – the reduction of hard copy and CD issuing has cut down print and distribution costs and the reduction in admin time frees up resources for other tasks at no extra cost.

A Q&A with Dan Warner, IT Manager

Has Union Square helped business growth or added value?

There is added value from having all data centralised and the logical structuring of operations makes life much easier. Site based staff always have the latest version of a drawing, can access all RFIs and are able to find up-to-date contact details when required. Also, we can now issue documents via download to other businesses which eliminates the issue of inbox limits.



Are there any new ways of working?

Aside from the increased structure and efficiency, not really. That's one of the benefits of Union Square; the system works around our processes rather than us having to work around the system.

Did you face any challenges along the way?

Mainly getting users to use the system. A change in organisational culture presents a challenge for any business. We just had to make sure everything was communicated well to get everyone on-board.

What made you choose Union Square over other products in the marketplace?

We wanted to maintain control of all documents and data, so the fact Union Square would be hosted by us was a selling point. Originally we were looking for an Outlook solution and the system's email management functionality provided this plus much more.

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Contact us for more information on all our product offerings and how we can help transform your approach.

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