Case Study

conisbee

Background

Established in 1982, Conisbee is an award-winning Islington based firm of Structural and Civil engineers, employing over 90 people. Conisbee conducts the majority of its work on complex urban sites in London, working primarily in housing, mixed use, education and arts sectors. The business has been using Union Square since 2007 and has gone from strength to strength with the integrated document management system in place.

Problem

Information management at Conisbee had been centred around seven business teams, each taking responsibility for managing their own folder structures and hard copy filing systems. This allowed staff to develop adhoc personal systems, which made it very difficult for anyone else to quickly find the correct information. Without the proper platform to share information, it was difficult for staff to access documents or drawings beyond their own folder structure. Emails were available in public folders and printed if necessary and to aid accessibility, a copy of up to date drawings were kept in hard copy files. The result of this was data duplication, complex folder stores and a general lack of consistency across all stored information.

The drive for change came from the desire to integrate the entire business so the different teams could work in a joined-up and consistent way.

Solution

Technical Director, Tim Attwood and IT Manager, Glenn Brown came across Union Square at an industry exhibition where it was identified as a solution well suited to Conisbee. A few years later, after Conisbee had started to grow, senior management were impressed with the continued development Union Square had put into its product and so made the decision to invest.

Company
Conisbee

Business
Structural and Civil Engineers

Number of staff
90

Solution
Union Square for AEC Professionals

"Union Square enforces standardised procedures so Conisbee now operates consistently in every department."

UNION SQUARE
FOR AEC PROFESSIONALS

Since the implementation of Union Square, Conisbee has continued to thrive and expand, and having a robust document management system in place has proved vital. The system stores all data centrally, ensuring it remains simple to access project information, documents, drawings and emails, regardless of how much the business grows.

Union Square enforces standardised procedures so Conisbee now operates consistently in every department. Templates are automatically generated from the system; ensuring documentation is consistent across the business. The documents created are then tagged against the relevant project, consolidating all of this information.

Union Square is also of significant benefit to senior management, who aren't necessarily involved in the day to day running of a project, but need quick access to project information. Managers can see at a glance what is going on in a project, review financial information, correspondence and key documentation.

Implementation

Conisbee opted to implement all the core modules of Union Square at the same time, with five champions of the system chosen and given training before the rest of the company followed suit. The champions were there to give guidance and address any problems that arose in the day-to-day usage of the system.

Benefits

- **Standardisation of documents** – Conisbee now operates with a streamlined and consistent approach to information management. With automated templates all outgoing documentation is consistent, with no room for manual error.

- **Easy access to information** – Finding that all-important document has never been easier. Union Square's intuitive searching functionality means users can find any document within seconds.

- **Supporting growth** – By centralising information and removing the need to re-enter data, Conisbee can continue to grow without the concern of increasing its administrative burden. Union Square's modular set up also enables the business to 'bolt on' additional modules when needed.

A Q&A with
Tim Attwood,
Technical Director

Was there a key reason behind the decision to search for a new system?
As the business grew there was increasing concern about efficiencies and how we could all do our jobs better. We knew that IT had the potential to bind the whole company together through integrating systems.

Could you tell from the start that Union Square would be a good fit for Conisbee?
We could, Union Square fits your business rather than the other way around, making it an intuitive and easy to use system. We looked at a few systems that addressed one or some of our issues but Union Square stood out as the only entity based database system that offered a fully integrated solution.

What has been the biggest challenge?
It's always difficult getting people to change their way of working; our biggest challenge has been getting everyone to use the system to its full capacity for us to get the most out of it.

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