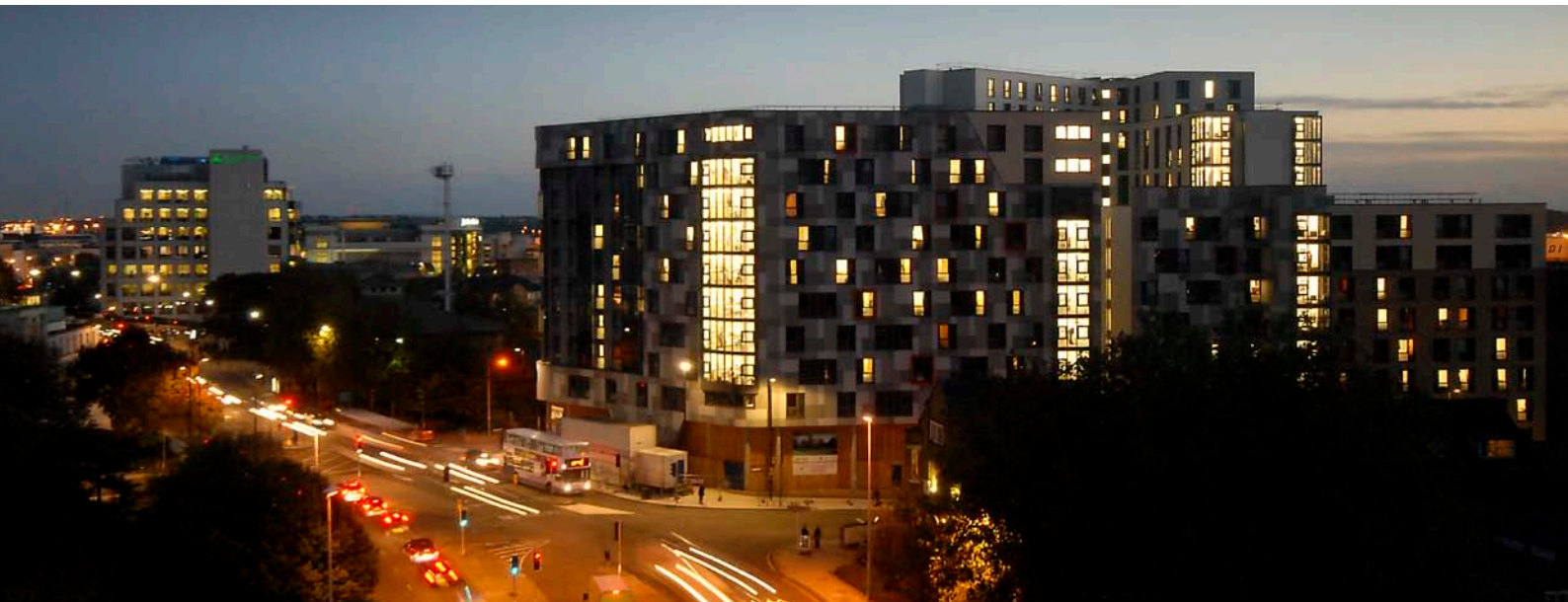


Case Study



Background

Osborne is one of the leading construction businesses in the UK. Family-owned and founded in 1966, the business focuses on creating solutions for customers that provide a better experience during delivery and use. From rail to road, education to housing, its services and solutions keep people moving and provide inspirational buildings and leisure spaces. Osborne care for many thousands of tenanted properties, providing secure homes in communities and it strives to leave a lasting legacy through career and learning opportunities.

Company

Osborne

Business

Main Contractor

Number of staff

850

Solution

Union Square for Construction

Problem

A strategic review, back in 2003, revealed disparate systems for information management and retrieval, resulting in duplication of documents and delays in the sharing of project information. There wasn't a common area for information that could be accessed by everyone in the company, and business growth had magnified this problem.

Staff used a range of applications for various on-site jobs and data collection, with hard copy forms still being processed and held on site. Not only was this inefficient and time consuming, it also risked corrupting or losing important data.

Solution

Union Square was selected to provide a common approach to the management of project information. It was able to integrate with Osborne's finance application, COINS, as well as manage workflow activities, enabling Osborne to engage and collaborate more effectively with its supply chain. Union Square is tailored to contractors, giving Osborne's senior management the confidence the software could deliver for them. This helped validate an investment and made Union Square stand out against its competition.

"We wanted to be able to provide people in the business with the right information, at the right time, wherever they are."

UNION SQUARE
FOR CONSTRUCTION

Osborne has been utilising Union Square Mobile, enabling the integration of devices on site and in the office. The capture and retrieval of information is instant, a photo or snag is automatically entered into the system for the rest of the business to view and act on accordingly. Previously manual processes are now streamlined. From the point of information capture, the relevant people can be informed in seconds, which can be vital if corrective action is required. Additionally, Osborne has benefitted from significant time savings, primarily from the collaboration between project teams and office staff reducing the need for the double handling of data.

Implementation

Osborne chose a phased approach, first implementing the system in its construction business. Internal communication ensured the system was effectively introduced to all staff. Following this, Union Square was rolled out across the rest of the business.

Following the initial implementation, Osborne has continued to extend the use of the application; an example is that it underpins the Group wide Improvement Opportunity Scheme, which has captured in excess of 20,000 improvement suggestions in three years.

Benefits

- **Seamless integration** - Links to external specialist systems and effective mobile working have reduced duplication and inputting errors. Integrating business processes has saved time and provided a more transparent view of project information.
- **Effective third-party working** - Osborne is able to update clients on project progress in real-time through the system. Photos taken on site can be transmitted to clients, keeping them informed as the project develops.
- **Work mobility** - Union Square Mobile has ensured project teams can work and access information on the move. Osborne staff can work effectively on site, at home or in the office and can collaborate as a unified team.
- **Industry specific software** - Union Square for Construction has been designed for contractors by construction experts. Osborne can rest assured that future developments will be made with client feedback in mind, keeping the system abreast of industry demands.
- **Flexibility to develop the system** - Union Square's modular setup allows Osborne to react quickly to changes in the industry and meet specific business strategies as and when required.

A Q&A with Rennie Chadwick, Director

What was the driver for a system like Union Square?

"We wanted to be able to provide people in the business with the right information, at the right time, wherever they are. Union Square enables us to do just that."



What area of the system do you find to be the main benefit in your role?

"We are able to slice and dice information from a project. Being able to analyse information in near real time is very powerful; it enables us to be agile and base our decisions on up to date information."

Have you noticed any tangible benefits from using Union Square?

"Using mobile devices to capture information and photographs out on site that is then seamlessly integrated into our systems is improving the productivity of our project teams. Some of our people are reporting that it saves them half a day per week compared to the traditional methods."



"Some of our people are reporting that it saves them half a day per week compared to the traditional methods."

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

enquiries@unionsquaresoftware.com

unionsquaresoftware.com
unionsquaresoftware.com.au



Your knowledge. Together.

UNION SQUARE
FOR CONSTRUCTION