

Case Study

jackson|coles
construction consultants



Background

Jackson Coles is a construction consultancy with offices in London and Milton Keynes. The company provides cost consultancy, project management, building surveying and project monitoring across a number of sectors including commercial, education, mixed use and residential.

Problem

Expansion of the business resulted in an unstructured growth of information. Filing systems had become unmanageable and documents were difficult to locate. In addition, the company's resource planning system was unable to produce meaningful statistics. A weekly timesheet could take 20 minutes to complete; time which could be better spent elsewhere.

Solution

A search of the marketplace revealed numerous systems that only met one or the other of Jackson Coles' requirements. Only one solution ticked all the boxes and could also provide integration to the company's existing Microsoft Dynamics finance system; Union Square for AEC Professionals.

The Union Square system is the leading solution for organisations working in the built environment. It offers a central store for all business information, including contacts, organisations and projects. This integrated approach, with links to existing business systems, would allow Jackson Coles to produce meaningful reports for resource planning and financial analysis.

Also important in Jackson Coles' purchasing decision was the evident knowledge and capability of the implementation project team. Union Square demonstrated a good understanding of the technical requirements, filling the business with confidence that the project would run smoothly.

Company

Jackson Coles

Business

Construction Consultant

Number of staff

53

Solution

Union Square for AEC Professionals

"Expansion of the business resulted in an unstructured growth of information. Filing systems had become unmanageable."

UNION SQUARE
FOR AEC PROFESSIONALS

Implementation

Jackson Coles chose a staged approach to implementation, opting to start with 'quick win' aspects of the system and introducing the more complex functionality at a later date. A steering group was set up to drive the implementation and ensure the system's functionality was developed in line with business processes. An internal marketing campaign was delivered to ensure all users knew what to expect. Monthly surgeries were set up for staff to ask questions and be kept up to date with the latest developments.

Benefits

Union Square for AEC Professionals has provided Jackson Coles with multiple benefits, including:

- Time saving – the timesheet process alone has been reduced by days, cutting the need for administration staff and freeing up time for other activities.
- Better control of resources – 'real-time' information and planning, allows for effective deployment of staff workloads and transparency on a project-by-project basis.
- Centralised storage – one location for all project-related data, accessible from any computer with internet access, ensuring only the latest version of a document is in use.
- Support of existing processes – all information readily available to all staff, improving the existing working practices and guaranteeing accuracy.
- Seamless integration with existing solutions – integrating with various systems, including Microsoft Dynamics, ensuring information is accurate and data only has to be entered once.



A Q&A with Richard Tatschner, IT Manager

Why did you choose Union Square over other products?

We examined five of the major CRM and document management systems at that time. Union Square was the only one that provided integrated resource and time management without having to customise. We also felt it was more tailored to the intricacies of the construction sector and Union Square demonstrated a thorough understanding of the industry-specific issues.



What challenges did you face along the way?

Any cultural change in the business is always a challenge. However, the benefits we have gained far outweigh the adjustments that we have had to make. In addition we have had good feedback from new employees who find the system easy and comment how much better it is than their old workplace's systems.

How have things moved on since the initial implementation?

We've done some customisation work to project records to help with our specific statistics. We also introduced the resource management functionality which saves us further time.

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