



BUILDING SOLUTIONS

BUILDING FOR THE FUTURE WITH NEW IT SYSTEMS AND RE-ENGINEERED BUSINESS PROCESSES

ABOUT THIS CASE STUDY

Building Solutions and the University of Gloucestershire worked together in this successful KTP project. The aim was to install upgraded information systems and technologies and to re-engineer business processes to reduce costs and increase company turnover.



FAST FACTS

- » Improved company-wide productivity from a complete overhaul of IT infrastructure
- » New CRM system to support new marketing initiatives
- » Featured as a case study on Einstein Networks CPD Business Channel
- » Improved procedures and reduced costs in central administration and sales support
- » University published case study in Journal of Property Management
- » Second KTP secured for university and Building Solutions

Guy Cook, Managing Director of Building Solutions, has stressed the importance of the project *'in providing a key platform for our growth aspirations over the next five years'*.

ABOUT THE SPONSOR

This Partnership received financial support from the Knowledge Transfer Partnerships programme (KTP). KTP aims to help businesses to improve their competitiveness and productivity through the better use of knowledge, technology and skills that reside within the UK Knowledge Base. KTP is funded by the Technology Strategy Board along with the other government funding organisations.

THE COMPANY

Gloucester-based Building Solutions is at the upper end of the construction market in quality terms, but has relatively small market share. It strives to deliver a high quality of service and after 35-years of trading has good local brand loyalty from industry specifiers (e.g. local authorities and defence contractors).

About the project

The company was an early adopter of IT systems, but found that its recent expansion had outpaced the development of both the IT systems and core business processes. The company's systems were at full capacity and there was an urgent need to redesign the relevant processes and establish reliable, scalable systems to meet the needs of their various customer markets, particularly that of insurance reconstruction.

The overarching objective for the KTP project was to install new IT systems and technologies and re-engineer business processes to drive through 5% cost

reductions and an annual 15% increase in turnover.

Benefits

- » New, improved technology platform with upgraded central server and local area network
- » Delivery of new Union Square software package for CRM
- » Increased sales conversions
- » Implementation of project estimating package
- » Improvement of the use of desktop personal productivity software via training and best practice
- » Extension of remote communications via virtual private network (VPN) to enable connection to key business partners, sales staff and field based managers
- » Broader client appeal because of increased technology standards
- » Improved electronic supply chain integration

Results

This KTP has provided Building Solutions with a key platform for their growth aspirations over the next five years. At an operational level, it now has the capabilities to:

- » Use and develop a new range of applications that are supporting the company's sales processes and providing critical management information, notably in cost estimating projects
- » Focus on new software, hardware and business processes to support the sales and administration functions
- » Improve systems performance and allow remote field working
- » Company is now winning larger contracts than it has done in the past

As a result of this significant IT investment, the company will save an estimated £15,000 per year through the need for less staff as its expanding sales team is managed and supported by the same number of managers and administrative staff.

THE ASSOCIATE

The KTP Associate, Toby Henderson, was able to apply his recently acquired IT knowledge and experience to this project. Having gained a BSc Business/IT Honours degree from Leeds University, Toby worked as an IT consultant before joining Building Solutions.

Toby was instrumental in enabling Building Solutions to upgrade their IT infrastructure to a larger, more robust system capable of managing current and future business requirements. He was able to identify some quick-wins for the company at the start of his project, and then went on to plan and implement the necessary medium term IT and process changes.

Personal development was an important element of this KTP. Toby has enhanced his management and organisational skills through a PRINCE2™ qualification and completed the first stages of his MBA.

Results

- » Greater knowledge of applying IT skills within a business environment
- » Progression of his MBA and MSc degrees
- » Employed after the project by Building Solutions as their IT Manager

Function	Software
Intranet	Union Square Workspace
CRM	Construction-specific document management & CRM portal
Document Management	Conquest
Estimating & Valuations	Project Commander
Project Scheduling	Sage Line 50
Financial - Back Office	Payroll
Job Costing & Management	AutoCAD
CAD (Floor Plans)	

New Systems Portfolio at Building Solutions

THE ACADEMIC PARTNER



'The KTP has been the cornerstone of a growing strategic relationship between Building Solutions and the University. We are delighted to have just secured our second KTP with the company.'

Dr Martin Wynn, Reader in Business Information Systems, University of Gloucestershire Business School

This project provided another case study for comparative research in Information Systems (IS) at the University. It featured in a presentation on IS at the Growing Gloucestershire Conference in 2007. This, in turn, gave rise to the training package developed by Einstein Networks focusing on IS strategy and KTPs.

For more details please contact Martin Wynn, mwynn@glos.ac.uk or the Centre for Enterprise and Innovation, cei@glos.ac.uk
You can view more information about the Business School's KTP projects at www.glos.ac.uk/ugbs/research/ktp.cfm

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