

## Industry:

Construction

## Needs Expressed:

- Simple Process
- Limited infrastructure
- Data Capture
- Robust process

## Benefits Realised:

- More accurate stock levels
- Reduced opportunity for error
- Faster issue resolution
- Issue capture and tracking
- Recovery of cost

## Learn More

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## Case Study: North West House Builder

Within the Construction industry the infrastructure on site is challenging, necessitating the need for quick and easy-to-use applications where a mobile phone may be the only technology available.

Sign-off processes involve lengthy checklists and action capture, often on paper-based systems.

Tracking, monitoring and recovering issue/quality costs is time-consuming and erratic.

### Our Story

Engaging with a manufacturing company supplying into the construction industry, HSO needed to satisfy the requirements of these two very different entities. On-site construction workers are skilled employees and contractors who do not want to spend time inputting data into a business system, but at the same time good business practice requires accurate capture of costs and utilisation.

Appreciating the idiosyncrosies of each industry, HSO set about coming up with a simple but robust process to allow the two worlds to work together.

### Background

Historically, the Construction industry is paper and forms driven and we were told that personnel on-site would not be “computer savvy” nor would they necessarily follow procedure.

Requesting additional stock items and reporting quality issues needed to be handled in a fast, efficient manner, while keeping a checklist of snags needing attention.

### Situation

During the Analysis Stage of the Microsoft Dynamics 365 project we quickly realised that time on Construction sites is at a premium and getting units finished is the primary focus.

From requesting additional stock to reporting snags and quality issues, HSO needed to capture data succinctly in order to not slow down the process of the house completion.

Working with SME's, we developed efficient process applications to minimise administration, while capturing essential key data.



# HSO Construction Power Pack

## Case Study: North West House Builder

### Solution

Working with our customer, HSO was able to identify 3 key areas where streamlining processes, with the use of an app, would greatly benefit the business

Once knowledge transfer had taken place, the users went into full-blown testing and troubleshooting, with HSO adjusting the screens to provide the users with the simplest process possible.



### Solution in Action

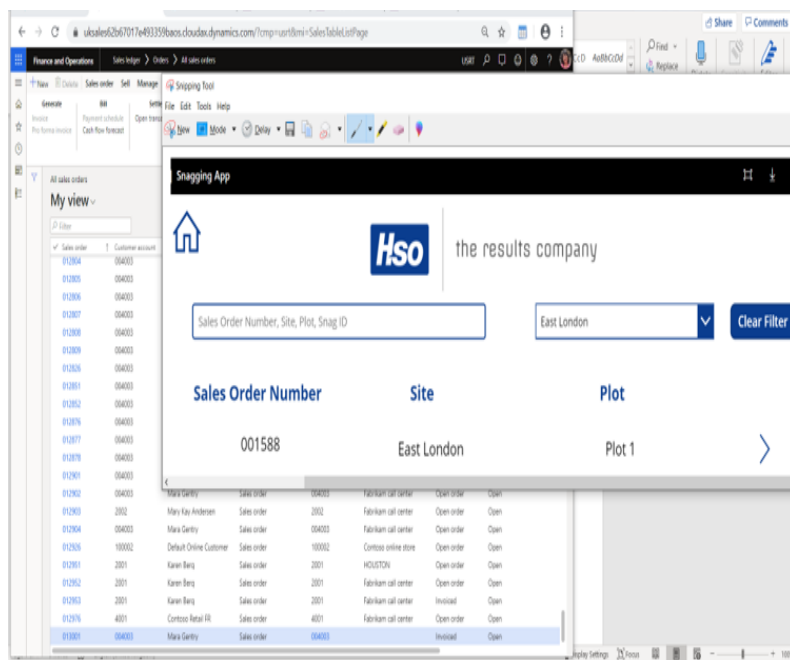
Now Site Managers, Contract Manager, Logistics Managers and end-users alike are able to call for stock or log important checks with ease.

HSO set about creating 3 apps that would support the quick and efficient servicing of on-site activities and Quality Control. Taking on board all stakeholder feedback we created Proof of Concepts for the customers' feedback.

### Implementation

The Proof of Concept generated many questions but overall was received optimistically. A few tweaks to some forms and we were off!

Set up was relatively simple, drawing on existing configuration.



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### Results

Using the Power Apps, inventory on site has been reduced, removing risk of misplacement or over-stocking. Completions are snagged and checklists recorded, supporting timely sign-off and allowing Customers to move into their new homes, knowing there is visibility of the snags to be completed.

Claims for damages and refunds are handled and documented at each stage of the process to ensure costs are controlled.

### What is Included in the HSO Construction Power Pack?

#### Transfer Order App

- Request additional stock items to site from your mobile phone
- Call-off from main Distribution Centres or central stores

#### Snagging App

- Create your snagging list with supporting photos and checklists
- Customise your checklists

#### Non-Conformance App

- Create and track supplier quality claims with supporting evidence
- Send automatic emails
- Track responses and claim values

**Join our Customers in Their Success!**