

TRIANGLE  
ARCHITECTS**About****Architect**

Practice profile - Public and private sector housing, special needs housing, healthcare, urban regeneration and master planning.

Key Projects - Projects throughout the north of England with particular emphasis on regeneration work in Greater Manchester and Liverpool as well as PFI projects for Local Authorities throughout the UK.

20 users - Manchester and Liverpool.

Core Workspace, Campaigns and Actions, Extranet, Holiday and Leave, Templates.

**Triangle have reduced risk in the management of projects and been able to guarantee client satisfaction****Background**

Triangle identified a range of issues that they needed to address with the implementation of a new system, these included:

- **Information Overload** – The sheer volume of information in the practice was becoming impossible to manage using traditional folders and filing systems. Secretaries would spend over half their time printing and filing emails.
- **Document Retrieval** – Triangle kept hard copies of everything and often it took an age to find a document.

“We needed a more intelligent way of saving and searching for information.” **David Ward**

- **Email Explosion** – Use of email was increasing in the business and Director, David Ward was concerned there was a risk of the business losing important correspondence.
- **Quality Assurance** – the practice had good procedures in place but needed a system to underpin this and assist them in achieving ISO 9001.

Triangle established a decision making committee and completed a thorough review of the marketplace. Workspace won out due to its usability, look and feel, integrated nature of the product and the way in which it enabled the management of projects and documents.

Workspace has been in place for over three years now and in that time has helped to improve practice operations and efficiency in a variety of areas:



### **Client Relations**

“Clients are impressed with our ability to respond to their demands quickly and effectively” **David Ward**

Key to the success of Workspace at Triangle has been the fast availability of reliable project information. Client queries can be answered immediately, newcomers can be bought up to speed quickly and Directors are always aware of the current status of a project. Using paper files it could have delayed retrieval and decision making, with Workspace our people can be so much more effective. Workspace enables Triangle to keep our clients happy by responding to their demands faster and with increased accuracy.

### **Transparency of Information**

“With Workspace we are confident we are all accessing the same relevant information” **Tim Wallbank**

Projects at Triangle sometimes run across both offices, previously presenting an information management challenge. Now all documents, emails and project details are stored centrally in Workspace. Project architects can keep track of project activities and generate monthly reports with ease. Workspace also ensures that Triangle are presenting a consistent view to the outside world by providing standard templates for key documents included in our Project Management Plans, letters and issue documentation.

### **Business Development**

“Workspace ensures key business development information isn’t stored in my head” **David Ward**

Triangle use the Workspace Enquiries and Actions tools extensively. If there is an inkling of an opportunity it is entered in Workspace as an enquiry. Actions are used to track activities and allocate opportunities to others within the business. David networks extensively within the industry, Workspace ensures that the contacts he makes are maximised. In this competitive environment the CRM functionality of Workspace is critical.

Summarising the decision to adopt Workspace, David has been thoroughly impressed with the product and Union Square.

“The support and project management from Union Square is excellent. Workspace fundamentally suited the way we worked and didn’t require us to change our processes. This has been instrumental in its success.” **David Ward**



**For more information about  
Workspace mini**

Union Square Software Ltd  
The Triangle  
Nottingham  
NG2 1AE  
UK

**T:** +44 (0)115 985 0055  
**E:** enquiries@unionsquaresoftware.com

<http://mini.unionsquaresoftware.com>