

daviddexter @
associates

About

Structural Engineering Practice

Practice profile - "to develop elegant and efficient structural designs that respond appropriately to the architectural concept and the building constraints"

Key Projects - Ham Yard Development, Soho; London Eye 4D Cinema; The Community Hub at the Bridge, Dartford; Resorts World Sentosa, Singapore

20 users - East London and Bristol

Core Workspace, Mail Vault, DCS and Timesheets

David Dexter have improved Quality Assurance and Risk Management with Workspace™

Background

David Dexter's systems had developed organically; they were using standard Microsoft tools for most activities including document storage. They also had licences for Mail Manager and ProjectMINDER which were used intermittently throughout the business. The practice was reasonably well organised and using the tools available through Microsoft to the best of their ability. However the practice suffered from a variety of problems due to a lack of sophistication in the systems. The key issues facing the practice were:

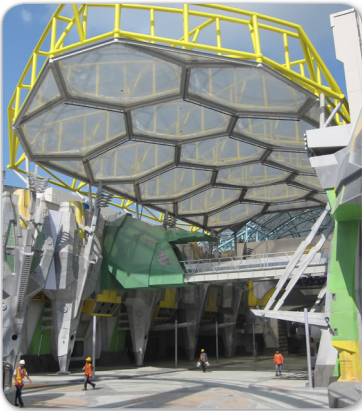
- **Mail Manager was open to interpretation during use – emails would often be filed in the wrong place and finding other people's emails was difficult and time consuming.**
- **Completing timesheets in ProjectMINDER was convoluted and extracting information from the system could be time consuming.**
- **Naming and filing of documents was inconsistent, making information retrieval difficult.**
- **Contacts were stored in people's heads, on post-it notes, business cards, in Outlook and in spreadsheets; often contact details would be out of date.**

It wasn't until Associate Gavin Sayers attended a seminar run by Union Square that he realised there was an opportunity to organise the practice around one integrated system.

Why Workspace?

Director David Dexter recognised the benefits Workspace could deliver. The major pulls of the system were:

- **The document search functionality was intuitive, fast and effective.**



- The integrated nature of the product – particularly the way it introduced centralised controls for quality management and document control.
- The intuitive interface, in particular ease of timesheet processing and the immediate visibility of costs at the project level.
- The references Union Square could provide. Workspace had strong endorsements from similar companies, for example Architekten Landrell.
- The system was ideally suited to the needs of a smaller practice, allowing structure without the level of control that a larger practice may require.

“Workspace was by the far the most appropriate and effective solution for a small practice.” **Gavin Sayers**

The Results

Engineer Jo Smith has been an advocate of Workspace from day one and championed use of the system throughout the company.

“Workspace is an excellent driver to get organised.” **Jo Smith**

Workspace has brought with it a range of benefits to the practice, these include:

- **Security and Risk Management** – through the Email Vault David Dexter are certain they can find any email sent or received by the business in seconds.
- **Ease of remote working** – Communication between the Bristol and London office has dramatically improved; Directors can work from home with ease and know they are looking at the latest information.
- **Quality Assurance** – Workspace brings a standardisation and uniformity to the way the practice works and has encouraged a review of processes and procedures. David Dexter promotes their use of Workspace on proposals and expects it to help them achieve ISO 9001 accreditation.
- **The power of one** – Workspace has replaced ProjectMINDER, Mail Manager, Public Folders, Spreadsheets and other manual based processes.

“There is only place to look for any piece of information in the business. The effect on productivity and employee satisfaction is extremely powerful.” **David Dexter**

Following the Workspace implementation David Dexter couldn't imagine operating without it. Workspace has helped the practice get organised, improved relations with clients and forms the basis for future growth.



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