



Europe's Leading Architect implements TeamBinder on over 500 Projects

Building Design Partnership (BDP) (www.bdp.co.uk) is a multi-discipline practice of architects, designers and engineers. There are over 1000 staff across 10 locations in the UK and 200 more in Singapore, Ireland and BDP International partner in France, Groupe 6. BDP is the largest European practice of it's kind. BDP designs about 2% of all new, non-residential buildings in the UK each year, around £450 Million (US \$900 Million) in construction value.

The Challenge

BDP has 2000 active projects at any given time. Every project requires communication between multiple parties and the provision of a variety of document management services. These services include; shared access, revision control, review and approval, filing and archiving. The project documentation can take many forms including drawings, specifications, e-mail, fax, and more traditional methods of communication such as letter, memo and transmittal.

Whereas e-mail has made communication easier it also produces masses of correspondence which has to be sorted and filed. On large projects correspondence could fill many cabinets with the possibility of items being duplicated across files. BDP needed to make this process easier and more cost efficient.

BDP was already using QA Software's QDMS system amongst their specialist document control teams for drawing issue management. They were looking to expand on the advantages gained through QDMS by implementing a standard system across all offices.

Solution

To tackle the above challenges BDP decided to implement QA Software's TeamBinder Document Management solution. TeamBinder is a correspondence and document management tool accessed by users through a web browser. As TeamBinder is provided as a hosted web service no software needs to be installed in any of the offices. This is a major time saver enabling BDP to 'go live' for any project at any time.

The first objective was to define a Template project – from which all new projects would be created. Using a Template meant that BDP could introduce a standard working method across all projects across all offices.

“Giving our projects a standard, robust, easy to implement and easy to use system, accessible from any location made TeamBinder a natural progression for us, after several years successful use of QA Software's PC based QDMS system”

**Peter Wilson,
Quality Director
Building Design
Partnership (BDP)**

CASE STUDY



QA software



Key Statistics

580 live Projects

31,000 Users

67,000 project mails
per month

175,000 Controlled
Documents

250,000 Transmitted
Documents

The advantage that BDP gained here was that users across offices could learn from each other without first having to learn how another location was set up – knowledge management in action.

Along side the roll-out of TeamBinder, BDP introduced an initiative to reduce the amount of hard copy filing. They started with e-mail correspondence which their procedures dictated must be printed to hardcopy for filing/record keeping. TeamBinder allowed BDP to store information in a secure electronic database indexed by project enabling procedures to be modified to avoid the necessity to print all emails to hardcopy.

All project information from letters, faxes, drawings and reports is contained in the same database and can be accessed by any team member. More over, all that the project team members need, to get to the information, is an Internet connection and the appropriate login information.

BDP was able to enforce their corporate branding through the development of an online set of mail forms (letters, faxes etc) matched to their existing formats including logos.

With a project based on hard copy transactions, everything needed to be boxed and filed at project completion to form an archive. TeamBinder allowed BDP to archive throughout the project by the use of TBArchive, an archive tool providing electronic access to historic data. The archived data would usually reside on CD, DVD or a network location, thereby greatly reducing the physical space needed to store a complete project. This data can be accessed and read by any user with a PC with access to the archived data files.

The Implementation

The roll out began with a single project in February 2004 in the Glasgow office. Shortly after two projects were chosen from the Manchester office. These early experiences allowed BDP to map the TeamBinder system to their business processes.

It was from these experiences that BDP became confident that they could do away with their traditional number based filing, saving valuable time. Searching on items such as date, to, from and mail type allowed users to find correspondence in seconds without having to leave their desks. All users found the Global Search function extremely useful. It allows users to perform a content search from a range of projects, retrieving all documents that meet particular criteria.

Issuing drawings also become a quicker process. Only one set of files was ever needed and the intended recipients could simply download the information from a link sent to them. Revision control helped to reduce time wasting errors.

CASE STUDY



QA software



“BDP recognised from the outset that a focus on training was a key requirement to bring staff across so many offices on board with TeamBinder.

Appointing champions in each office has really helped the implementation process by coordinating user feedback enabling any issues to be dealt with in a timely manner.”

**Brian Dodsworth,
Managing Director
QA Software UK
Limited**

QA Software

Engineering House
21 Bedford Street
North Melbourne
VIC 3051, Australia
P: +613 8379 0000
F: +613 9326 6544

sales@qa-software.com
www.qa-software.com

Users simply were not allowed to publish information older than that which was currently stored in the system.

Red lining and commenting tools allowed approval processes to be completed more efficiently.

Although the decision had been taken to roll out TeamBinder at a corporate level, it still had to be sold in each office location. It was through careful planning by BDP and a methodical roll out that people became confident in the system and the brand new way of working at BDP. In the first six months of the roll out QA Software consultants were deployed to each BDP office at least weekly to provide training, advice on set up and “at desk” support, so as to ensure all new users were comfortable with the system.

By May 2005 all BDP offices had been exposed to TeamBinder and the larger offices were embracing it fully and putting all new projects onto the System. By January 2008, BDP had more than 500 active projects on TeamBinder with new projects being added to the system at the rate of more than 15 a month.

The Outcome

BDP has deployed a corporate wide document control solution on more than 100 projects within the first 12 months, and more than 400 projects within the first 24 months. All new projects throughout BDP are now going straight into TeamBinder.

BDP is able to collaborate with construction partners, sharing design information from project outset.

QA Software

QA Software is the leading provider of information management solutions for the engineering and construction industries. Headquartered in Melbourne, it provides a suite of products that ensure clients deliver their projects faster and within budget.

A proven track record on thousands of projects world-wide and the ability to understand client requirements have made QA Software solutions industry leaders.

Microsoft®
GOLD CERTIFIED
Partner