



What processes do you use Insite Teams for?

When we initially started using Insite, we were mainly using it for the installation and handover process. However, with the frequent feature updates that have been rolled out, we are able to make very effective use of Insite right from the initial survey stage through to handover, this way a complete timeline of events is recorded which enables us to ensure that our delivery service is not downgraded.

About Arcura

Supplying windows and doors for the construction industry. We maintain the highest standard of environmental care by using methods and materials which have a minimal environmental impact.

Arcura is a long established family business with a strong reputation amongst developers and contractors for quality workmanship, unparalleled industry knowledge and high levels of service.

Solutions

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Solution 1 - Record keeping

Insite has helped with openness and transparency, it's given us the ability to record site issues in a concise and timely manner whilst keeping track of delays and site issues caused by others.

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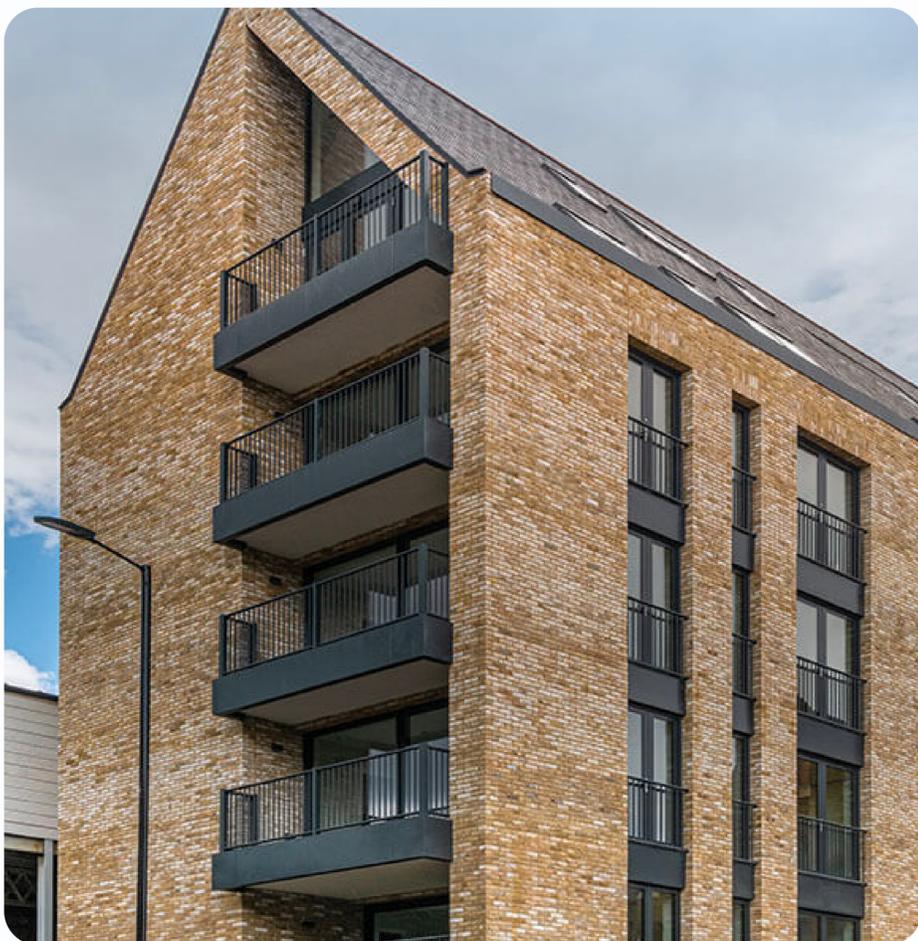
Solution 2 - Proactiveness

With Insite, we are able to display to our clients in a documented way, how proactive we are in our project management. There is a clear and concise record kept of every step of the project and regular reports are sent through to the client so they can see our exact site activity - nothing is hidden.

How much time and money do you save each month?

Although it's hard to determine the exact figure we have been saving each month, it has certainly helped throughout the installation process especially when disputes arise. Insite definitely helps us get handover achieved a lot sooner in the process.

This has enabled us to be in a position to charge for callbacks which are not down to us, this wasn't the case prior as we had little evidence to prove it.



“Insite has helped with **openness** and **transparency**, it's given us the ability to record site issues in a **concise** and **timely manner** whilst keeping track of delays and site issues caused by others.”



Shaun Ridewood

Operations & Aftersales Manager / Shaun.Ridewood@arcura.co.uk

Shaun's main role is to assist contractors and developers to deliver fenestration projects on time, on budget and to a flawless standard. His job as an Installation Manager is to make things happen once a client begins their journey with Arcura, this involves making ideas on paper turn into a reality.

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