About Aston University

Aston University, nestled in the heart of Birmingham, offers a vibrant, single-site campus that combines academic excellence with a rich student experience. The campus boasts modern educational facilities, including state-of-the-art lecture theatres, specialist laboratories, and innovative centres like the Aston Neuroimaging Facility.

Alongside these, the campus houses a well-equipped library, diverse dining options catered by 'Nourish at Aston', and extensive sports facilities at 'Sport Aston'. The Students' Union building is a hub of student life, and green spaces interspersed with art installations add to the campus's aesthetic appeal. The Martin Luther King Multi-Faith Centre further enriches the inclusive and supportive environment.

What processes does Aston University use Insite for?

In the Estates & Capital Developments Team at Aston University, we employ Insite for project snagging, ensuring all aspects of construction and renovation meet our standards. It's also instrumental in cleaning performance inspections and general campus issue detection, aiding in maintaining high standards of cleanliness and safety across the campus.

How has Insite helped to improve these processes?

1 **Solution 1 - Streamlining**
The adoption of Insite has notably simplified the processes for contractors. They now experience an easier method of receiving and addressing defects, enhancing efficiency and reducing turnaround times for corrective actions.

2 **Solution 2 - Digitisation**
The transition from manual to digital processes, particularly in cleaning performance inspections, has significantly reduced paperwork. This digital shift has streamlined record-keeping, making tracking and management more efficient and environmentally friendly.

3 **Solution 3 - Accountability**
Insite provides a more robust system for recording and tracking project snags. It ensures a comprehensive and accessible record of all reported issues, including details about the timing, responsible parties, and remedial actions taken. This comprehensive approach leads to better accountability and project quality control.

How does the inspection completion time using Insite compare with other systems you've used?

While I have limited experience with other systems, Insite distinguishes itself with a straightforward and data-rich interface. This design significantly speeds up inspection completion times by making the process easier for both those who assign tasks and those who execute them on site. Its user-friendly nature ensures tasks are completed efficiently without feeling overly burdensome, contributing to overall satisfaction and productivity.

Who uses Insite in your team and how has it improved communication?

We've implemented Insite both internally and externally. Internally, it's a key tool for our Cleaning and Maintenance teams, streamlining their operations and enhancing communication within these departments.

Externally, we've been using it extensively in snagging projects, particularly with contractors. This dual approach has significantly improved our communication efficiency, ensuring smooth coordination and timely response across different teams and with external partners.

Does computer access to your inspections enhance utility, and if so, how?

Accessing inspections on the computer is extremely beneficial. It offers comprehensive visibility of all created inspections and their progress. The ability to generate detailed reports is particularly useful. These reports provide insights not only to the direct users but also to a broader audience.

For instance, weekly reports of cleaning inspections can clearly outline the issues identified, offering a transparent view of the ongoing works and their status. This feature aids in maintaining a high level of awareness and accountability among all stakeholders involved.
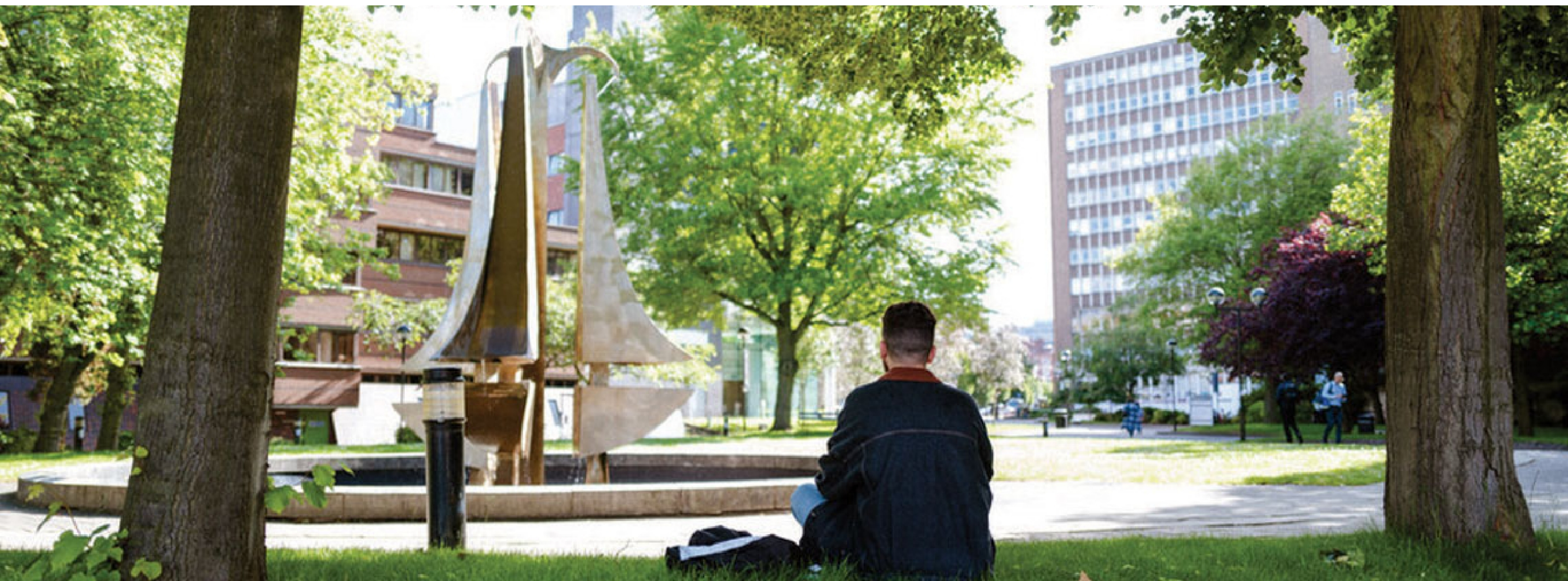
How much time and money do you save each month?

While quantifying monetary savings is challenging, Insite has significantly reduced our time expenditure. On average, we estimate a time saving of about 20-30 hours monthly across all our projects. This substantial reduction in staff-hours translates into more efficient project management and considerable cost savings in the long term.

Collaboration	Ease of use
5/5	**5/5**

Product satisfaction	Likelihood to recommend
4/5	**9/10**

> "Insite has **significantly improved** our communication efficiency, ensuring **smooth coordination** and timely response across different teams and with external partners."

Aria Wrigley

Systems Admin Officer / a.wrigley@aston.ac.uk

Aria has worked with systems of all stripes and colours, from ancient 1990s behemoths to startup software still putting down its first milestones. She's made a name for herself in being able to adapt no matter the circumstances, and her ability to work alongside stakeholders even from vastly different industries. She thrives on learning new systems and intregrating them into existing workflows.

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