

## Client Profile

Public Sector

Consultancy

Road Service Consultancy - Northern Ireland - provides a good news story in a part of the UK that has, in the past, been all too used to negative publicity. Formed in 1999, following an internal re-organisation, Roads Service Consultancy (RSC) is the engineering services delivery arm of Roads Service, the sole road authority in Northern Ireland, responsible for a staggering 25,000km of roads, 8,000km of footways, 6,000 bridges, 237,000 streetlights and 375 car parks.



## Supporting Best Value Practice

With 370 staff based at 6 main and 12 satellite offices, RSC is the largest organisation of its type in the UK. It is an organisation that is in a continual process of self-improvement and prides itself on openly addressing the Project Management needs of its customers.

RSC realised very early in its development that increased use of 'smart' technology could bring major benefits in improving the efficiency of the organisation and the resultant savings provided.

Head of Consultancy, Derick McCandless, picks up the story: ***"As a new and diverse organisation we needed an IT data retrieval, time capture and project management system that would help us manage our business efficiently."***

***It had to be able to cope with a large variation in job, as we carry out many different functional activities (49 at the last count), from bridge inspection to motorway resurfacing and from traffic calming to by-pass design***

***and construction. Jobs are split into standard sub-activities, such as survey, design, tender, construction etc., each of which is managed and measured separately."***

For RedSky IT, the process of matching systems from its AEC division to the needs of RSC proved both stimulating and rewarding.

***"We realised from very early on that this was an inclusive organisation that believed in the partnering process from beginning to end - this enabled us to get inside the skin of the organisation and match our technology to their needs. This is not a one-size fits all approach."***



**“The objective was to install a system that allowed this diverse organisation to measure and evaluate its input against the fixed price that it had quoted.”**

### Roads Service Consultancy

<b>Sector</b> - Public Sector Consultant	
<b>Employees</b> - 370	<b>Turnover</b> - £15 million
<b>Solutions Used:</b>	Progression AEC, ETC, ProForM
<b>About RedSky IT</b> RedSky IT is a market leader within Construction, providing IT solutions to over 1300 companies including 40% of the top 100 contractors, 14 of the top 50 AEC consultants and many hundreds of small and medium sized businesses. With over 30 years' experience, we offer a complete portfolio of software solutions to help construction, contracting, house building and professional services firms manage their operations.	

As part of the process both organisations entered into a Partnering Charter Agreement. This was to set the co-operative tone for the development of the project, with core principles enshrined in this agreement that included:

- Open communication and trust
- Reasonable compromise rather than positioning
- Innovative 'win-win' problem solving to maintenance issues
- A desire to work together again

Derick McCandless said *“RSC are very much governed by the ‘Best Value’ imperative which requires public organisations like our own to measure customer responses to the services offered and satisfaction attained. We therefore apply the same rationale to all our relationships whoever the supplier. RedSky IT were very appreciative of our need for this and responded to all aspects of the charter in a positive and helpful manner throughout the implementation process. The collaborative teamwork and joint problem solving approach helped us deliver this complex project within estimated cost.”*

To ensure that the RedSky IT system would fully satisfy the needs of Roads Service Consultancy, a Users Assurance Group (UAG) was set up to represent a consensus of opinion across 370 staff in eight separate RSC business groups which are located throughout Northern Ireland. Many of these groups already had their own rudimentary systems and it was the job of the UAG to bring a consensual requirement to the table to which RedSky IT could respond. This was enshrined in a specification called the Operational Requirement Document. The Operational Requirement established that time recording, invoicing and project management were key imperatives. Cost analysis facilities were also essential due

to the fixed price nature of Roads Service Consultancy's fee structure. Regardless of how long a job may take, RSC would receive a fixed fee based on the initial estimated cost, so it was essential to ensure that pricing assumptions were correct. “We installed Progression, ETC and ProForM as a core IT tool realising that the key disciplines applied to the project management process here were survey, design and delivery,” said RedSky IT's project manager.

Progression AEC is a fully integrated solution designed purely for the professional services organisation. It helps deliver relevant and timely financial and project management information geared to specific business needs. This ensures that users have access to up-to-date information in any format at any time, from a single data store.

Electronic Time Capture (ETC) allows staff to record their own time in a Windows based spreadsheet style application making ETC easy to use. Project details are available from the Progression AEC database, entries are always secure and validated and errors are reduced. All the user needs to enter are the hours worked against controlled project/job information. Timesheet information is simply updated to the central information store as and when required from the user's own PC.

ProForM may be used to forecast and re-forecast for individual projects or programmes wherever and whenever required. Draft forecasts can be created 'off line' and 'live' forecasts can be copied for stand alone working on site or working remotely. Project forecasts are generated by allocating resources across the life of the project. Where specific personnel are required, staff time can be allocated using lists of available staff, or higher level forecasting using disciplines and grades may be used.



**RedSky IT** Viking House,  
Swallowdale Lane  
Hemel Hempstead HP2 7EA

[www.redskyit.com](http://www.redskyit.com)

Tel +44 (0) 20 3002 8700

Fax +44 (0) 20 3070 0925

Email [sales@redskyit.com](mailto:sales@redskyit.com)