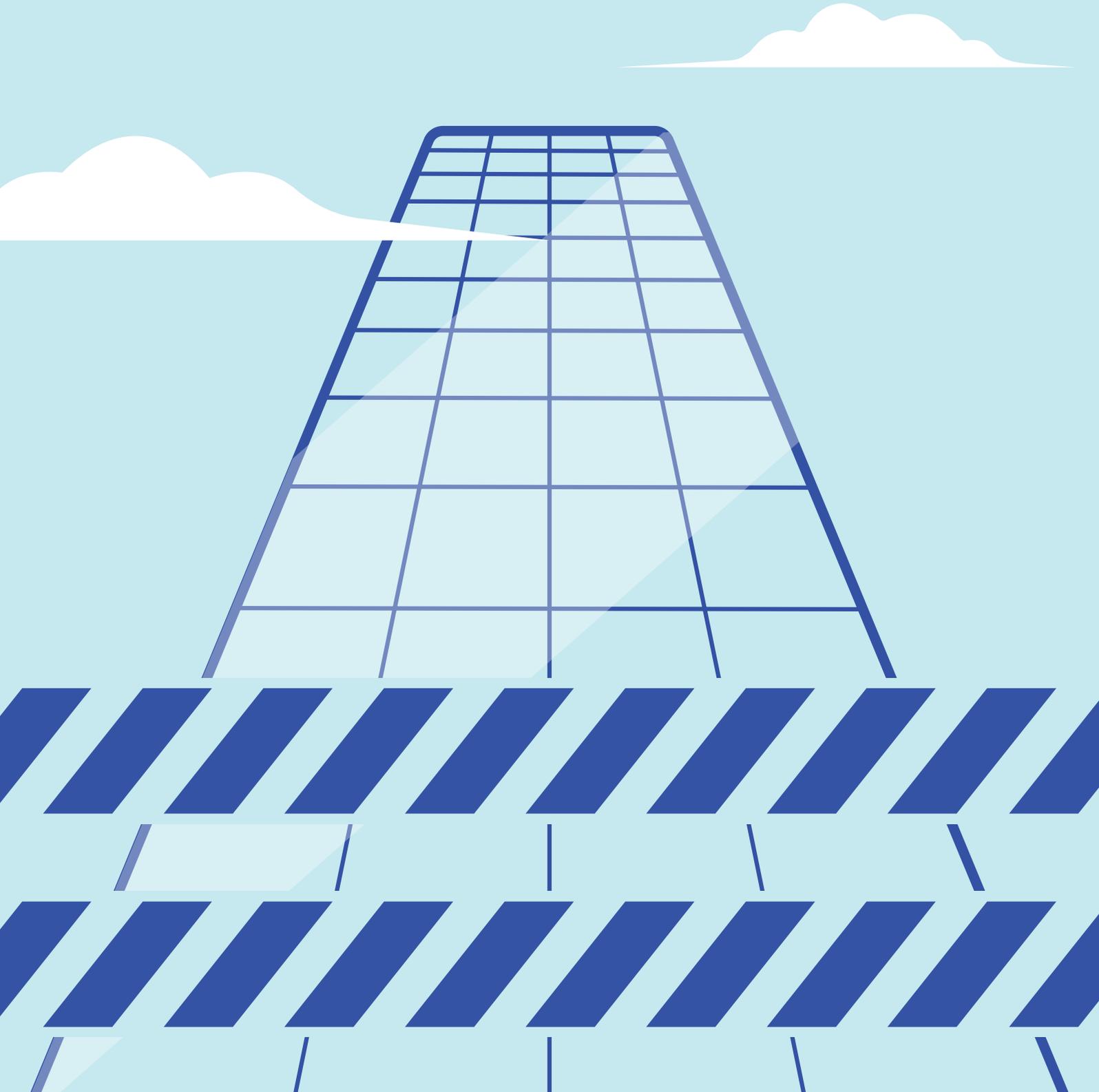


Building a better building

Big wins in Construction through simple Technology



A Bird's-eye view

The construction industry, by nature, has several unique challenges and requirements. Whether you are the Project Manager trying to improve the performance of a construction site, or the Managing Director struggling for a top view of all ongoing projects. People across the industry are working with different objectives, responsibilities and levels of authority, and are all trying to find valuable insights in the same sets of data.

Add to that the shortage of skilled labour and traditionally slow pace of change, and you have an industry that is **ripe for disruption**. The competitive pressures are just too great to forego the advantages technology offers.

Let's closely examine the **key challenges in the Construction industry** and how to tackle them with simple and cost-effective automation and collaboration.

Time - *Will it be ready before winter?*

As David Bowie once sang "Time, he's waiting in the wings" and for many stakeholders, the management of time constraints is one of the most critical factors in determining the success of a construction project.

Ask anyone who's anyone in Construction and they'll tell you that cutting corners to catch up with slipping deadlines often results in more delays and higher costs, often leading to contractual penalties and even more defects to resolve.

For managers, ensuring correct, **real-time visibility of the many moving pieces** of a project demands continuous communication at all levels. From site managers through to the Sales team and everyone in-between, the smallest of delays at any level can have severe knock-on consequences.

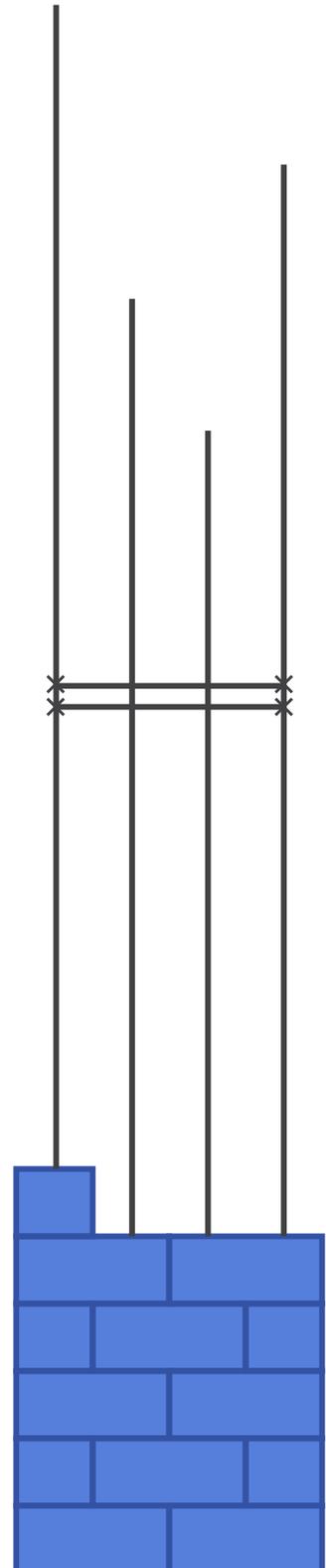


Tip:

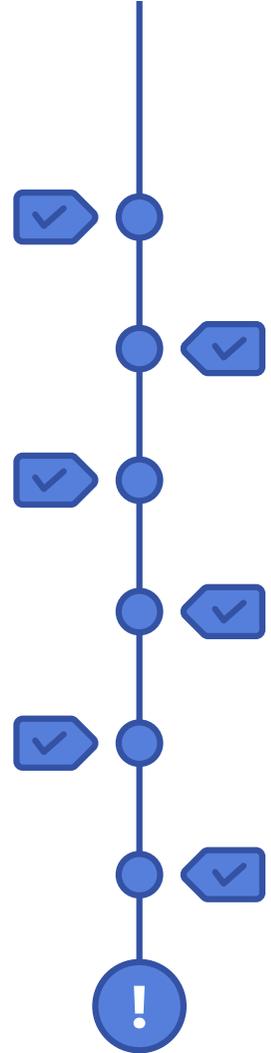
Build and maintain a list of identified risks and potential mitigations. This includes challenges posed by the sites, equipment, raw material, freight and logistics, and manpower. Secondly, create workflows that ensure that delays aren't caused by inaction or communication gap. The accountable stakeholders should have visibility with automated alerts on all critical or amiss pieces as that's what can make the difference between profit and loss.

Objectives - *That's not what I thought it would look like!*

Understanding the desired outcomes is at the core of any decision-making process, and heavily steers prioritisation and task allocation throughout the project. In the absence of a well-defined goal with checkpoints, the end-state can be delayed or costlier, or worse - far from the desired output.



Each project has its unique challenges and objectives. Understanding and documenting those and **making the right information available to the right decision makers at the right moment** in the project roadmap is of critical importance to the project manager. Otherwise, key stakeholders can end up at loggerheads over poorly-defined requirements, derailing the delivery.



Tip:

Requirements are always clear to the person who thought of them, but often lose detail or clarity. To avoid potential confusion, it's important to establish a requirements framework that captures not only the functional requirements, but the non-functional ones as well. Typically, there are five phases to a client's requirement lifecycle: investigation, feasibility, design, build/construct, and test and release. Ascertaining that traceability is captured using a standard template guarantees that what was intended has been delivered throughout the project.

Budget – *There isn't any more money left!*

Remember that project that ran smoothly on time and budget? Don't worry, few can. Managing the expectations around cost overruns and being able to mitigate them can only be achieved with timely data. That means maintaining comprehensive inspection logs, share project timelines, budgets, and dependencies, and make documentation easy for your team to access. In reality, however, working with historical reports or waiting to be invoiced to be able to recalculate and refine a project puts the project manager on the back foot and presents unwanted problems.



Tip:

Let's face it, budget management often depends on extrinsic factors which the Project Manager can't control, or even predict. Environment, compliance, seasonality, finances, and safety-related factors are always at play. However, being able to review the changing information in real-time can make all the difference in saving dollars and hours. Use alerts and automatic notifications when a task or process is running behind schedule or over budget. This helps you reduce its impact on delivery and allows time to develop contingency plans.

Expectations – *I thought it would be bigger*

The customer is always right, except when they... no, they are still right.

Whether it's a retail customer or a commercial project, there will always be changing requirements. How a Project Manager is able to address and meet

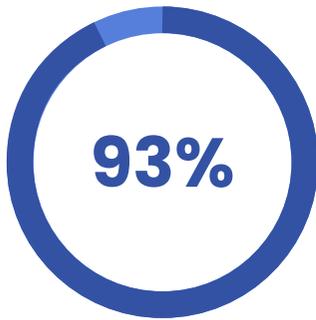
them by **rerouting resources is what turns a difficult request into a profitable detour**. It's however important to manage the morale along with the productivity and profitability in such scenarios.

Secondly, all strategic and commercial decisions made far from the construction site can also set expectations that must be communicated, deliberated, and then responded to.



Tip:

Expectation management is all about reaching out and listening. Timely communication and early visibility from the client, along with the capability to automatically disseminate relevant information to the stakeholders is the key to managing expectations.



In a 2018 TechValidate survey of Smartsheet customers in the construction industry, 93% of respondents say that the platform has improved their team's project management performance and visibility. When everyone has access to all project documents and up-to-date timelines — and can collaborate on them in real-time — construction projects are more likely to be completed in time and on budget, with the consistency and efficiency the clients expect.

Incident management – How did that happen!?

Safety in the Construction industry is a significant concern as it involves risks far greater than many other industries. According to a report on Workplace Health and Safety (WHS) statistics issued by Safe Work Australia, every serious claim in 2018-19 cost the business median **6 weeks and \$11,700 in compensation**. [\(source\)](#)



Serious claims statistics, 2018-19p*



Total of
114,435
serious claims

Frequency rate of
5.7
serious claims per million hours worked

Median time lost
6.0
weeks per serious claim

Median compensation paid
\$11,700
per serious claim

*preliminary data subject to revision in subsequent years as further claims are finalised.

For this reason, risk management is a top priority for Project Managers, who proactively aim to avoid safety issues and strive to finish the construction project without incidents or claims.



Tip:

When incidences occur, maintain a record of the circumstances that led to the situation. This is essential, both in avoiding future incidents and also ensuring appropriate follow-up. You can shorten the response time for your workers using technology. For instance, with Smartsheet, they can scan QR codes on safety signs in strategic locations and report issues or violations within minutes and, with pictures, all from their mobile phone.

Secondly, maintain comprehensive logs with increased documentation to audit and resolve safety issues. This leads to a swift resolution, reducing processing time and the opportunity cost that comes with every claim.

The solution: *Introducing collaborative task management for the construction industry*

Managing budgets, objectives, timelines, expectations and incident is a day in the life of any Project Manager in the Construction industry. Navigating through these quagmires to achieve business goals requires exceptional attention to detail with superior people management and negotiation skills.

We make it easier for Project Managers to focus on these areas and leverage Smartsheet’s collaborative task management to automate or simplify all that is time-consuming manual or recurring tasks.

From pre-construction to closeout, connect your office and field teams. This means bringing together employees, sub-contractors, consultants, inspectors, and other stakeholders to a **single source of truth** so you can have complete project visibility.

As Smartsheet’s largest platinum partner in Australia, ANATAS provides the award-winning platform with pre-configured templates for portfolio management of construction projects. These templates drive predictability and cost savings with consistent real-time reporting and common visualisations across all projects.

“As the industry becomes more digital and collects more data, we can start to use tools such as artificial intelligence to predict if a job site has a high probability of accidents based on leading indicators.”

Kristopher Lengieza,
Director of Business Development, Marketplace at Procore.

Ground-level detail: Smartsheet enabling Construction Tech



Preconstruction

Capture the scope of requirements, schedule, and budget of a project on a platform that enables you to securely share information with your broader team and clients.



Resource Management

Build the best team for the job, keep project schedules and budgets on track, and confidently forecast business needs - including personnel and equipment.



Overall Project View

Create a multi-project portal overview of all projects to see status and progress across your entire portfolio.



Safety Management

Proactive Safety enabling workers to quickly and easily report potential issues via their phones using QR codes posted at job sites, or a mobile app for site managers and the home office to access incidents in real-time.



Field Operations

Capture issues in real-time from any device with mobile apps for iOS and Android, and increase collaboration among project teams, vendors, subcontractors, and clients.



Operational Reporting

Whether reporting on-site safety or project plans, pull all relevant information into customizable dashboards for clients, partners, or internal leadership faster response and decision making.



Smartsheet is a dynamic workspace solution that empowers teams to manage projects, automate workflows, and rapidly build new solutions - using no-code tools they love. IT leaders love their central, cloud-based platform because Smartsheet integrates with their existing tech ecosystem and give them all the control and governance they require.



ANATAS - an FTS Group company - is a Smartsheet Platinum Partner with a team of certified product experts ready to help clients adopt the leading work execution platform. We have a strong team of Smartsheet specialists that empowers your people and business through bespoke solution building, providing Support, and Training. Our team of Smartsheet consultants and trainers bring in-depth knowledge of industries like Construction, Engineering, Local Government, Higher Education and Finance. This partnership enhances our comprehensive data integration services by giving us another method to help our customers move faster, drive innovation, and achieve more.



**9 out of 10 Fortune
100 companies
use Smartsheet
to align their
work, people and
technology across
the enterprise.**

Try Smartsheet for free

30-day free Trial with instant access. No credit card required.