INTRODUCTION

In this case study we explore the cooperation of Future Processing with Solid Entreprenør, a Norwegian construction company. First, we look at the problems they faced before looking to outsource and the solutions we provided. This is followed by a reflection on the results we achieved. Finally, we ask Solid Entreprenør themselves for their view of our collaboration.

ABOUT THE CLIENT

Solid Gruppen AS consists mainly of Solid Entreprenør AS and Solid Project AS - the first being the contractor doing new construction and expansion, while the second is a property developer. Both are free to participate in projects separately or together.

Through active competence and specialization, as well as social measures and frequent home tours are Solid become a preferred employer in the industry.

Solid Entreprenør employs over 300 people and is particularly proud of their Polish professionals. With this sentiment to Polish professionalism, the company decided to look no further than Poland to address their business problem.

300 employed people

70% of Solid’s employees are Polish
BUSINESS PROBLEM

Solid Entreprenør used an old-fashioned paper checklist system with their building projects. This was extremely time consuming and inefficient for the person responsible for inspecting the building site.

Therefore, a need was identified to create an effective web application that supports managing and monitoring of construction sites, an Android app that is used to manage quality, aimed at people who work directly at building sites.

FUTURE PROCESSING’S ROLE

The solution we are creating together facilitates the daily work of our Client. It gives Solid a unique opportunity of documenting the deliveries and history in projects. This brings great value, since now Solid can base preventing actions on facts instead of qualified assumptions.

Thanks to this, they are more credible and the process of recognising a claim proceeds faster. It also helps the Client to improve control and effectiveness in the construction business. Solid can eliminate the mistakes faster and ease the process in projects warranty-phase overall, which makes their everyday work easier and more efficient.

We introduced a method that allows making and following notes, so that it is easier to control the quality, report defects, track repairs and see the statistics. Thanks to this, everything goes smoothly – the Client can easily report the claim, which is instantly visible in the system and therefore can be repaired faster.

It is now possible for the company to handle their growth better and to maintain quality standards, which may be the reason why they are more often chosen by investors, as they are known as a trusted partner.

Solid is still working on implementing proper tools for measuring processes that our intranet application – Project Web 2 (PW2) has impact on, but what can be said for sure, is that the solution prepared by Future Processing has increased focus on quality more than ever, all the way from the board, through project management, production and warranty, so better quality can be achieved with smaller expense.

Our system also integrates with Solid Entreprenør’s infrastructure – we created a plugin to Microsoft Outlook that makes it easier for employees to organise emails and attachments as they are now saved on the SharePoint platform. This greatly improves quality and efficiency of work and provides easy access to information as and when needed.
THE RESULT

From the feedback that Solid receives, it is clear that using our software is better and more cost-efficient than using paper checklists.

Thanks to our solution it was possible to introduce great improvements and more and more workers use the software on a daily basis. This is reflected in being more frequently chosen by investors – since they are known as a reliable company, from design to finishing.

Thanks to Future Processing, Solid was able to introduce systems that gave them an advantage over their competition and have been appreciated on the Norwegian market.

We pass controls and audits without any problems, as they know that correct use of this tool will satisfy the requirements, far beyond expectations. It is not often these kind of revisions lead to no findings, but every single revision in projects where Project Web 2 has been properly used, actually has such an outcome.

THOMAS ANDRE MAGNUSSEN
Quality Coordinator from Solid Entreprenør

Below are some of the key benefits the company’s builders and inspectors experienced:

- Reduced paperwork
- More effective processing of claims
- Easier access to information
- Better work quality
- Increased time efficiency
- Gained advantage over competition
WHAT HAVE WE LEARNED?

In order to do the job right, we had to learn the business, therefore we’ve gained valuable domain knowledge.

We learned how the building industry works and we were able to see our software in action – when we visit the Client, we go to the building site and get a first-hand insight. This means we can work with real users of the system, which is a very valuable lesson.

LOOKING TO THE FUTURE

Solid plans to create an Android app that will be used at building sites to make it easier to commission apartments and allow for customer’s feedback in the system.

As Thomas Andre Magnussen points out:

“We are hoping to be able to continue our cooperation, as we consider going through with more exiting projects in the future. FP will be a natural candidate for these projects.

Future Processing has also worked on updating a SharePoint platform for Solid Entreprenør AS, you can read more about it there.

PRIMARY TECHNOLOGIES & TOOLS USED

- ASP.NET MVC
- EF
- JavaScript
- WCF
- SharePoint
- Android
THOMAS ANDRE MAGNUSSEN
Quality Coordinator,
Solid Entreprenør

ARE YOU SATISFIED WITH THE COOPERATION WITH FUTURE PROCESSING?

We are very satisfied. We have been a little on and off regarding how long we want to continue to develop our internal solution. This has been handled really well by Future Processing. Also, Future Processing seems to want us to succeed more than selling unlimited amounts of consultancy services. For instance, when looking at creating a new module, FP asked us if we have checked the market for common solutions instead, stressing that developing in-house has its downsides.

The tool has increased focus on quality more than ever, all the way from the board, through project management, production and warranty. It also gives us a unique opportunity of documenting our deliveries, and history in projects. This brings us great value, as we can base preventing actions on facts instead of qualified assumptions. Also it eases our process in projects warranty-phase overall.

We should also mention that revisions in projects, from the authorities, now are a pleasant experience, as we know that correct use of this tool will satisfy their requirements, far beyond their expectations. This has been confirmed by several participants from both sides, and we see that positive rumours of our system are spread within and around those circuits. Again, this makes us not having to spend unnecessary effort in having to meet such requirements, and gives us good confidence in these settings.

It is not often these kind of revisions lead to no findings, but every single revision in projects where PW2 [the solution] has been properly used, has had exactly this outcome.

HOW HAS YOUR BUSINESS GROWN THANKS TO COOPERATION WITH FUTURE PROCESSING?

I would not say that we have grown thanks to FP, but the solution we are creating together makes it possible for us to handle growth better. Also, FP has the ability to communicate directly with our Polish workers and to understand the business domain even better. This makes it possible for Solid to grow further and to maintain quality standards.

When you first visited us in Norway to discuss the project with us, you made us aware of the importance that we have a good understanding of everything we want to accomplish and how, and that we have enough capacity to feed the developers with the information and feedback they depend upon. This was very important for us when setting up our internal structure and still is a key success factor.

Future Processing not only did the development job but has also been important in understanding the business domain and the problems we want to solve. Involvement from the project manager and team leader of Future Processing has been really important to us.

WHAT DO YOU LIKE MOST ABOUT FUTURE PROCESSING?

The teams’ effort in wanting to understand our needs stands out.

WHY POLAND?

We are used to working with Polish resources. Roughly 70% of our employees are Polish and we have been impressed by their working morale for several years.