

Value Delivery Report: BK Gulf

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BK Gulf LLC operates as a contractor in electrical, mechanical, instrumentation, and building services in the United Arab Emirates and the Middle East market, offering mechanical, electrical, plumbing, HVAC, and instrumentation services; facilities management services; modularized services and pre-fabrication; and design, procurement, installation, and maintenance of fire protection and detection systems. The company is based in Dubai.

Why did you start looking for a digital system?

BK Gulf: We needed a way to manage our deliverables, because Work was carried out manually with high dependence on human effort and this created a lot of error and tension. For example, wrong submissions resulted in losing track of deliverables, especially with respect to the time-management aspect, and since there was no system of Checks and Balances for the document submission process (which means there was no way to accurately audit the process) we faced a lot of coordination issues, which in turn led to high levels of expensive rework ie loss for the company. So, we started looking for a paperless system to help our teams work and collaborate more efficiently.

PRE-WRENCH INEFFICIENCIES:

- Submission Delays
- Inter-discipline Coordination and Check
- Lack of proper reporting
- Manual Progress Measurement
- Manual Workflow and Process Management

After implementing WRENCH were those issues resolved?

BK Gulf: Yes. WRENCH enforces the process to be followed exactly as specified and our project team gets updates in real time about the progress. So, we know exactly what work has been completed by every user who is part of the system, and are able to create detailed drill-down dashboards and reports, which has given us clear visibility on our projects and helped us take proactive decisions as well as preventive action when required.

How did WRENCH resolve those issues?

BK Gulf: WRENCH set up a centralized system where all project processes can be customized and implemented as per our requirements. They also gave us a way to fine tune our processes and create a process manual that can be deployed on new and upcoming projects, and during the implementation our RFI process were optimized and we built in a system of enforceable 'checks' that every user has to follow before submitting anything for review.

Solution at a Glance:

- Centralized cloud-based system
- Integrated functions across all disciplines and groups
- Automated Monitoring (in place of human effort)
- Accurate progress data ready to hand

Our drawing submissions process is now driven by a master list that gets updated and reported weekly.

Letters and correspondence are now tracked via the system, so we can make sure no items are pending that might cause issues later at project.

Our IFC's are maintained with proper revisions, so construction teams are sure of working only with the greatest and latest sets.

We now have 'look-ahead' reports that help us keep track of future actions, and the "My Works Space" feature helps our users to get "Ball In Court" status, all of which help us track our progress effectively without worrying about the accuracy or reliability of the progress information.

Wish list: Localized support in addition to online Support

What additional functionality would you like?

BK Gulf: Integrating schedules with Primavera, Executive Dashboards, Auto Linking updated drawings to RFI, and more analytical reports based on the data captured.

What improvements would you like with Support?

BK Gulf: Since this is big change for our users and our first experience with systemic Digital Transformation, we would like to have a local WRENCH support team present, at least until we get comfortable with the software.

What benefits did you see after implementing WRENCH?

- 80 % efficiency in project management
- 100% quality ensured (a key achievement).
- All communications are now captured properly
- We have seen improvement in engineering drawing/document management like, AutoLinking of latest revisions
- we have greatly improved our correspondence and the way we collaborate.
- delays have been reduced because our submissions are on track and our teams are more proactive and can address potential issues before they occur. So, all deliverables are now getting completed on time.

Results at a Glance:

- Effective project management
- Real-time monitoring and tracking
- Reduced risk of delay
- Efficient teams, proactive decision-making
- More Control, easy problem-solving
- Reduced rework and conflict, digital audit trails backed by data
- Paperless document and correspondence management
- 100% Quality assurance and compliance