Value Delivery Report: Vatika Group

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The Vatika Group is a leading real estate developer in India, offering residential apartments in Gurgaon and commercial property in Ambala and many other cities in India. Founded in 1986, Vatika's vision is to create value for all stakeholders through a process that focuses on delivering excellent products complemented with personalized services. Vatika as a group has stood for developing projects that are commercially viable, architecturally outstanding and structurally sound.

What were you looking for?

Vatika: We already had a software for project collaboration and document management but still had to manually enforce and implement the various document/drawing workflows, and the stakeholders were not part of the system (only our design team was on it). Also, there were functional gaps with the older system; like not being able to define response times per deliverable, manually-driven schedule and progress monitoring, inability to track work-output per user, and so on. That is why we started looking for a new solution.

Did WRENCH give you what you wanted?

Vatika: Yes, it exceeded our expectations.

What features of WRENCH are most useful?

- Deployment of workflows/business flows as per different document types.

- System configured to give access to all stakeholders

- A TAT (Turnaround Time) defined for every document/drawing at each step and configured into the system

- 'Reminder mails' based on TAT/planned finish date sent by the system so that teams are constantly aware of the deadlines.

Functional bottlenecks with the old system:
- No way to define response time
- No way to track printing
- GFC records were taken manually
- Time/schedule tracking not integrated with other functions

Highlights of the new WRENCH system
- All functional bottlenecks solved
- All stakeholders brought into the system
- Workflows built into the system and integrated across entire process for efficient schedule management
- Built-in reminders and notifications which reduces delay

- A Printing Stage built into the workflows which helps us track printing onsite.

- The status of GFC drawings is captured by the system automatically now, instead of manually.

- Time management is now being tracked using TAT for each document type at every stage.

Any suggestions to improve the features of WRENCH?

Vatika: Overall WRENCH is working for us seamlessly but a few suggestions from the client side (operation level) are:
- We would like a way to assign security rights in bulk without disturbing the default settings.
- While revising to new revision, older documents (which have older workflows) should automatically be assigned the new default workflow.
- It would be good to have a log of Send operations, ideally, a log of how many times a particular user has used it.

What is your feedback on WRENCH Support?

Vatika: Support takes a bit time to respond sometimes and all support calls are taken under P3 category only, so it would be great if WRENCH can enhance response time on support calls.

In which areas did you notice improvement after implementing WRENCH?

Vatika: Project management efficiency improved noticeably. Apart from that:
- We achieved 80% quality.
- All our communications are now captured properly
- There is significant improvement in engineering drawing/document management and in correspondance management
- Delays in our projects have been reduced
- All our deliverables now go out on time

Results:
- Project management efficiency increased
- Quality achieved
- Efficient communication between stakeholders
- Less delays

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