Customer Case Study

Reiach and Hall Architects

Deltek PIM helps architecture firm improve document and email management

Formed in the 1960s, Reiach and Hall Architects has over 40 years experience in the construction industry. Based in Edinburgh, the practice has completed projects across a number of sectors including arts, leisure, education, commercial, healthcare and residential. The practice is proud of its consistent track record of winning national architectural awards. As Reiach and Hall continued to grow, it needed a solution to help improve processes and increase efficiencies. After a thorough evaluation of available products, the practice selected Deltek Project Information Management (PIM), as it was the only solution that met the practice’s criteria for document and email management, as well as integration with the business’s current system. With Deltek PIM, Reiach and Hall has gained numerous benefits including increased efficiency, greater visibility for management, better version control and improved issuing processes.

Company: Reiach and Hall • Headquarters: Edinburgh, Scotland
Industry: Architecture, Engineering and Construction
Products & Services: Architectural services • Employees: 36

www.reiachandhall.co.uk
Reiach and Hall Architects

Challenges

- Architects across Reiach and Hall were spending too much time searching for information.
- Issuing documents and drawings was inefficient, and a bespoke project financial system had been developed, using Microsoft Access, which relied on the author to make any changes.
- With 95% of project work either CAD or email based, and stored locally on PCs, visibility and traceability of documents was poor.
- Reiach and Hall recognised the need for more efficient and transparent processes, and wanted to safeguard itself from risk due to the rise in legal claims against architectural practices.

Solution

- Reiach and Hall undertook a detailed search for a solution to support its current way of working, looking at a number of different options.
- Deltek PIM was the only solution that could incorporate Reiach and Hall’s existing financial and timesheet system, combined with intelligent document and email management functionality.
- Deltek PIM captures all information entering or leaving the business and stores all project data in one central location.
- Deltek PIM supports efficient working by providing fast access to documentation and increasing visibility across the organisation.

Benefits

- Reiach and Hall increased productivity with Deltek PIM’s intelligent searching and storage, which reduces search time and provides instant access to all practice information.
- Deltek PIM’s financial system integration supports a real-time view of project profitability and the subscriptions feature keeps directors up to date with the latest information.
- Now all of the firm’s documents and versions are traceable, ensuring the latest information is in use and changes are auditable.
- The Drawing Management module provides multi-stage management of drawings, including automated revisions and progress reporting which has improved the issuing process.

“The fundamental business of architecture and design hasn’t changed but there is a far better infrastructure giving us improved efficiency. When speaking at events, other practices often express to me how they wish they’d implemented the [Deltek PIM] system already.”

Tom Bostock, Managing Director, Reiach and Hall Architects