

NEWFORMA Project Center



Multi-disciplinary engineers manage project information to win new and repeat business

Wood & Grieve Engineers specialise in technically complex projects that demand high degrees of coordination. More than 450 staff members, working from eight locations in Australia and China, collaborate with dispersed project team members that cover many disciplines and time zones.

The firm adopted Newforma software to enable stronger collaboration and coordination. But more than that, the real challenge was to raise Wood & Grieve's standards of client service – already among the highest in the industry – to the next level.

“Great client service cannot be achieved by technology alone,” says IT Infrastructure Manager Tom Campbell-Clause.

“It has to be based on a culture of service, supported by the right tools to make it happen. Newforma software provide us with the tools we need to reduce risk, improve design, and respond more quickly.

“At a time when our business is becoming increasingly competitive, we are investing to provide the best client service in the industry,” Tom says.

Wood & Grieve's complex, multi-disciplinary projects produce very large quantities of project data and documentation – emails, drawings, 3D models, contracts, transmittals, specifications and much more. The information in those documents can answer questions and avoid problems.

To reduce time spent searching for information, sharing large files, and checking items requiring attention, the firm implemented Newforma's behind-the-firewall product, Newforma® Project Center, and its integrated apps for mobile productivity.

Tom Campbell-Clause is responsible for systems that maximise accountability, transparency and efficiency.

WOOD & GRIEVE ENGINEERS



Wood & Grieve Engineers is an award-winning Australian engineering consultancy which is passionate about delivering proactive and commercially sound engineering solutions to private industry and government clients nationally. Well known for providing exceptional customer service, Wood & Grieve provides services across acoustics, civil, electrical, fire, hydraulics, mechanical, structural, sustainability, underground power design and vertical transportation.

CORPORATE INFORMATION

REGION: APAC, Australia

HEADQUARTERS: Perth, Australia

EMPLOYEES: 450+

FOUNDED: 1961

PROJECT LOCATIONS: Entire Australia
wge.com.au

PROJECT TYPES

Commercial	Land Development
Education	Residential
Energy	Retail
Healthcare	Sports, Culture, Arts
Hospitality	Transport
Industrial	Water Resources



nib Stadium; Perth, Australia

“We were trying to solve the problem of making emails easy to save, easy to search and easy to retrieve,” Tom says. “More broadly, we saw that better project information management would free up time to concentrate on productive activity.

“The more we looked into Newforma, the more we found it fit the bill,” Tom says. “Engineers thought it looked fantastic. We estimated an ROI of 10 months over three years.”

DESIGNED FOR THE DESIGN AND CONSTRUCTION INDUSTRY

“Because Newforma software is designed for our industry and fits with our existing software and processes, our users have been able to use it very effectively in a short period of time,” Tom says.

CLOSING THE OFFICE-FIELD DIVIDE

One key to great service is to answer questions wherever they arise, whether at the desk or in the field. To this end, Wood & Grieve personnel have ready access to project information even when on the job site. The key lies in the Newforma apps on their smartphones and tablets.

Unlike mobile apps that create more information silos, Newforma apps integrate with Newforma software used at the desk. That way, there’s a seamless two-way flow of project information back and forth from the job site to the office, whether that information concerns drawings, markups, punch list items, team email, contact information, site photos and notes, and more.

“To deliver superior service, we must bridge gaps wherever they exist,” Tom says. “We’ve invested in Newforma software to track issues, share project information, and find the most current communications and files almost as if everyone was in the same office.”

“I can recommend Newforma as the ideal tool for anyone in the industry – it’s that good!”

Challenges?

- Reduce time spent doing administrative tasks.
- Liberate time for more productive activity.
- Raise client service to the next level..

Results?

- Response times are as much as 90% faster.
- Risk of errors has dropped.
- Return on investment estimated at 10 months for 3 years of licensing.