



# NUANCE

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## CASE STUDY

### ENGINEERING INDUSTRY

## Birse Civils, Ltd.

### CHALLENGE

- Wanted to improve productivity to maintain a competitive edge
- Needed to distribute large, complex documents to multiple locations
- Document distribution was expensive and consuming three days in the project tender (RFP) process

### STRATEGY

- Use eCopy ShareScan® and eCopy Desktop™ to place project tender information in a centralized database accessible by all responsible parties
- Send documents electronically via Scan and Mail to subcontractors and rapidly distribute amendments, pricing data, and other critical materials

### RESULTS

- Project Tenders are immediately and simultaneously “eCopied” to all appropriate team members, regardless of their locations giving employees more time to build a winning project tender
- Using eCopy to transmit documents, Birse Civils has saved at least £1,000 per month in postal and courier costs
- Birse Civils has been able to streamline communications within the entire supply chain

### ABOUT BIRSE CIVILS, LTD.

Birse Group plc is the parent company of a group of companies whose principle activities comprise civil and process engineering, building, the hire of plant and machinery, and commercial property development. One of those companies, Birse Civils, Ltd., provides a range of civil engineering construction services throughout the UK and has an annual turnover of almost £150 million. Birse Civils carries out projects ranging from £1m to £50m for a wide range of public and private sector customers. Founded in 2002, Birse Civils operates out of five offices with 1,200 employees.

*“Training our staff to use eCopy was easy and painless, and our users are happy to adopt this new way of working.”*

— **Dave Lowiss**  
Estimating Director  
Birse Civils, Ltd.

### TO INCREASE PRODUCTIVITY TO MAINTAIN A COMPETITIVE EDGE...

Most of the project tenders, or requests for bids, received by Birse Civils are highly complex. Many consist of large documents containing a variety of project specifications that must be responded to within four to five weeks. Failure to respond in accordance with stated time frames usually results in disqualification from the bidding process.

Birse Civils receives tenders in a centralized location and must distribute these tenders to team members who are in a variety of locations across the UK. Workers were copying these large, complex documents and transmitting them to up to 12 different team members who collaborated during the response process. Once documents were copied, they were sent via next-day or same-day courier.

Not only was this an expensive process, but it consumed three valuable days at the front-end of the process that could have been better utilized in building a response. Birse Civils believed that there had to be a better way.

*“What used to be a three-day lead time, has now been reduced to three hours. That means we now have the equivalent of an extra three days to respond to tenders, a luxury we have quickly grown used to.”*

— **Dave Lowiss**  
Estimating Director  
Birse Civils, Ltd.

### **TODAY, TENDERS RECEIVED CENTRALLY, REGARDLESS OF THEIR LOCATIONS...**

According to Dave Lowiss, Birse Civils' Estimating Director, the firm's eCopyequipped Canon digital copiers have made a big difference in the speed with which tenders are now distributed.

Using eCopy ShareScan and eCopy Desktop, users can either e-mail tender information or place it in a centralized database accessible by all responsible parties. Birse Civils has been able to streamline communications within the entire supply chain by using eCopy to send documents electronically to subcontractors and rapidly distribute amendments, pricing data and other critical materials.

### **THE PRIMARY BENEFIT TO BIRSE CIVILS WAS INCREASED COMMUNICATIONS...**

Not only has Birse Civils' eCopy implementation allowed the company to shave two to three days off of the front-end processing time for tender requests,

but it has helped accelerate the internal and external communications process across the entire supply chain. This allows Birse Civils to dedicate more time to building a winning response and less time to moving documents around the system.

Lowiss also reports that using eCopy to transmit documents has saved the company at least £1,000 per month in postal and courier costs. The company plans to expand its installed base to place these advantages within reach of a broader array of its staff, hoping to gain even further efficiencies in its quest to deliver high quality services in an increasingly competitive environment.

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