

KnowledgeWorker®

Case Study



Peter Duffy re-engineer it's document information systems

Established in 1972, and with over 35 years of experience, Peter Duffy Limited has unrivalled expertise in the civil engineering sector. Clients include local authorities, developers and the power industry; for which the company conduct highway, general civil engineering and construction work.

The Challenge

Peter Duffy wanted to solve the perennial problem of information 'anarchy' in a distributed workforce.

A haphazard approach to storing information within companies often resulted in corporate data being spread randomly and ineffectively throughout the business. With multiple copies of documents and numerous versions in circulation, the challenge for companies is to stop key-critical information from simply disappearing into a black hole.

Paul Collison, IT Manager for Peter Duffy Ltd, comments, "With most of our employees working remotely, we needed to improve our methods of storing information and sharing knowledge between employees in order to save time and eliminate duplication of work.

There was a lot of manual paperwork being passed around through various sections of the company, that was an inefficient, time-consuming method of operation and resulted in information becoming very hard to locate - particularly when staff were away."

The company therefore looked to specialist IT provider Datum International to deliver its knowledge and business process management software to address these issues.

The Solution

Collison explained why Datum's **KnowledgeWorker®** product was selected, "We liked the fact that we could make the product what we wanted it to be. All the other systems on the market were far too vertically customised for us. You might have thought that a solution adapted specifically for the construction and civil engineering industry would be ideal, but in actual fact these types of products require massive amounts of the manufacturer's time, with associated professional services costs, in order to make any bespoke changes."

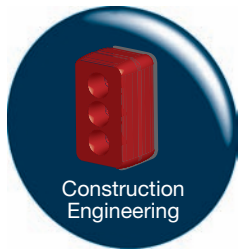
KnowledgeWorker® enabled Peter Duffy to create a framework that enabled company documents and presentations to be published directly to one central location. From here they were stored once, catalogued, and became easily accessible, with audit trail and version control.

The majority of Peter Duffy's employees are based at customer sites during the week, and therefore **KnowledgeWorker®** provides these remote workers with fast, secure online access to information about projects, contracts, tasks and workflows, which facilitates ease of collaboration with colleagues and customers. **KnowledgeWorker®** also provided a central repository for the collection of timesheet information from Peter Duffy's fee-earning staff, which supports a prompt billing process.

Collison said, "Using **KnowledgeWorker®**, our remote workers can now gain access to all company documentation on a 24/7 basis via their laptops, regardless of their location, which means that they don't have to go backwards and forwards to the office with a mountain of paperwork."

KnowledgeWorker® also helps engineers at Peter Duffy to adhere to health & safety legislation. By storing this information electronically within a central database, site workers can simply log-on to **KnowledgeWorker®** from their laptop and no longer need to carry manuals around with them on site. With legislation constantly changing in the construction industry, **KnowledgeWorker®** eliminates the possibility of employees not being up to date on the latest regulatory changes, which could otherwise be very damaging to the success of a project.





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The Benefits

KnowledgeWorker® drastically improves collaboration with customers by providing them with an up-to-the-minute snapshot of their project via the web.

Collison explains, "One of the main benefits of **KnowledgeWorker®** is that we can enable our customers to view the status of their own project on a 24/7 basis - if our customers can get onto the Internet then they can get on to our **KnowledgeWorker®** system. This transparency of information to customers in 'real-time' gives us a competitive advantage. There was no other system in the market that could deliver this functionality in such an easy-to-use, secure manner."

Peter Duffy was also impressed with **KnowledgeWorker®**'s ease of use, scalability and flexible design. Collison says, "Our remote workers that have already been trained on **KnowledgeWorker®** are, for the most part, infrequent PC users, however they have all commented on how easy the product is to operate. **KnowledgeWorker®** also provides a mechanism for organising our filing of documents, enforcing a much more ordered and easily usable method."

Collison concludes, "The support from Datum International during the three-day implementation was superb. I've had a lot of experience of implementing IT systems but I've never been involved in a project that was so straight forward. **KnowledgeWorker®** helps us to position ourselves as extremely competent, enabling us to improve customer service and maximise our corporate assets. We believe that the implementation of **KnowledgeWorker®** will help us to achieve market leadership in our field."