

How is Project Management changing now we're all over the place?

At Arup, we're seeing a number of changes during this chaotic time in terms of how projects are agreed and delivered, beyond the fact that there is naturally less activity going on.

There's a number of challenges from a project and a people perspective, whether it's home working, our mental health, or the dreaded homeschooling. The Construction industry has been pushing for a number of years to improve the use of technology, and advances have been made, although there is a lot more talk about Digital Construction than meaningful action throughout the supply chain. Given the current situation, now is certainly where we are forced to adapt, innovate, and change.

We've decided to take a look at how delivering projects is changing and how businesses are needing to adapt, from previously being able to hear and understand what was going on across a project as you were all in the same room to getting information visibility when the entire project team is dispersed from the office.

Before



Today

Before: We were spending time between meetings on-site & in the office to complete project actions



Today: We're changing how we're using MS Teams & Zoom to stay in touch and deliver the same meetings





Before: On-site inspections were being carried out

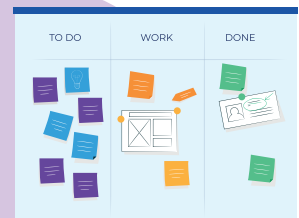


Today: Mobile data collected from site is absolutely critical now to enable us to understand sites at risk & also to limit the amount of time spent physically on site

Before: Contracts were exchanged which we were not 100% confident with



Today: We're reading our contracts more than ever now to try and reduce the risk exposure, and would negotiate the contracts of today slightly differently



Before: Projects were being delayed and overrun



Today: We are needing and will need to protect ourselves in the future with solid evidence on projects, to be able to explain our actions on projects

Before: We were tendering for projects



Today: At the moment we're taking a fresh look at all sectors to understand where there are pockets of the industry continuing to invest

Before: We hoped projects would run exactly according to plan



Today: We're preparing for the worst and having upfront conversations with clients around the impacts of COVID-19 on our projects

Before: Our email inbox represented unorganised chaos to differing levels across the firm



Today: The volume has increased even more and we're needing to start work earlier to work through it



Firms of all sizes are having to adapt, some overnight, to the impact of remote working. In an industry that's seen as slow to digitally transform, this change will have been particularly troublesome for some businesses. We recently discussed with Dame Judith Hackitt where Construction ranks compared to other industries, such as Manufacturing, in terms of our ability to deliver the level of change required to achieve better businesses and a more sustainable industry.

It was clear the Construction industry still has a long way to go to catch up with other, more progressive industries. Amidst all the economical uncertainty surrounding projects at the moment, perhaps this will be the catalyst for adopting more modern principals and ways of working.

Being a SaaS solution, we are uniquely placed to help firms adapt to remote working. With the majority of project correspondence being carried out over email and the ability to simply go and ask a colleague for an update more difficult, having visibility of all project emails has become critical for business continuity. A customer said to us last week, 'without being able to see every email sent on a project, how can I possibly see the full picture?'

Mail Manager ensures staff file all project emails to one central, visible location.



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