



AUTODESK **CONSTRUCTION CLOUD™**

**SAM**  
DRYLINING



## How to Reduce Your Losses with Cloud-based Construction Management – the SAM Drylining Way

Paper-based site drawings, change notifications, and compliance records can be a major headache to manage. When errors crop up between the field and the office, field productivity plummets.

Cloud-based construction management can substantially improve field collaboration and communication by improving field productivity, construction quality management, and timelines. For SAM Drylining, implementing cloud-based data management eliminated common causes of revenue loss and skyrocketed its field productivity.




## Customer Snapshot

FIRM SIZE: <500  
FIRM TYPE: SPECIALTY CONTRACTOR  
REVENUE: 12 MILLION  
FOCUS AREA: INSTITUTIONAL  
HQ: TREORCHY, UNITED KINGDOM

## PHASE:



## PRODUCTS:

 **PLANGRID BUILD**

## VALUE DRIVERS:



Quality



Winning  
Business

## Why Eliminating Paper with Cloud-based Construction Management is the Right Move

SAM Drylining is a specialist contractor that has been operating in the Rhondda Valley, Wales for over ten years. The company specialises in suspended ceilings and partitions, focused mainly on the refurbishment of hospitals, schools, and offices.

When Kyle Spiller joined SAM Drylining as a director and shareholder, he saw that the company was frequently experiencing challenges with field collaboration and communication, due to the company's reliance on paper for on-site documentation.

Site drawings, change notifications, compliance records and health and safety information were all printed, delivered to the sites and completed or annotated by hand. The company frequently experienced a breakdown in communication, especially when the team responsible for the commercial management of the business simply wasn't aware of what was actually happening on the ground.

"We were constantly running into difficulties where issues on sites were reported too late or not at all," Spiller recalled. "It could take days, weeks or even months to pass the necessary information between individual sites and the head office, which created a real divide between project teams and the head office."



Our quantity surveyors simply weren't fully aware of the actual progress on a project or the status on the site."

These field collaboration and communication problems had serious financial implications for the business. Quantity surveyors were left with gaps in their information and were not always able to inform clients of changes to projects in the timeframe agreed in their contracts, which meant the business was frequently losing its entitlement to be paid for work when it was completed.

At the end of a project, key documentation, including health and safety records, did not always get back to the head office for the necessary compliance checks. This left SAM Drylining exposed in the event of any dispute with clients or employees. Spiller was keen to find a digital solution that would improve field communication and collaboration within SAM Drylining and benefit the company's overall performance and data management.

### **How to Improve Field Productivity with Construction Quality Management**

Spiller took his time searching for the right cloud-based construction management platform to enable information sharing between the head office and project sites. He considered the software that SAM Drylining already used to support the business with pricing on projects, but he found that it did not have the functionality to keep project drawings up to date.

Spiller saw a sales demo of PlanGrid within Autodesk Construction Cloud™ and realised that the cloud-based quality management platform delivered every aspect of data management that the business was looking for, including storing all key site documentation in one place, the ability to share and update drawings instantly, and a change management tool to tag issues directly onto drawings.

Project managers could easily record and communicate changes on the site using an iPad, while the head office would be able to access the latest information on a project at any time. Kyle was impressed by how easy PlanGrid was to use, which was a major factor in his decision.

"Our project managers were already familiar with lots of the functions on the platform. The overall ease of use gave them a high level of confidence and has helped them to embrace PlanGrid," says Spiller.

### **How to Implement the Right Cloud-based Construction Management Tools**

SAM Drylining first implemented PlanGrid in June 2018, following a training session with all project managers hosted at the local football club during their annual company seminar. The first project was a new primary school in the town of Croesyceiliog, where the business was working for a tier 1 contractor. The project manager was issued with an iPad that provided access to all the information needed for the job.

The team was immediately impressed by how PlanGrid could improve productivity on their jobs.

"Previously our project managers complained that they were constantly bombarded with paperwork and important information could take months to pass between the project site and the office," says Spiller. "Now that information can be shared instantly, no matter where they are in the country, our project managers could see immediately how it would help them to improve efficiency on the jobsite."

### **How to Improve Field Collaboration and Communication with Better Transparency**

Spiller is delighted at how PlanGrid has helped to

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**-Kyle Spiller**  
Director,  
SAM Drylining





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**-Kyle Spiller**  
Director,  
SAM Drylining

create a change in mindset throughout SAM Drylining, by establishing a culture of transparency. Teams are encouraged to be open and upfront about the status of work, while management is able to check progress on projects instantly and on demand. Since implementing PlanGrid, there is a greater sense of collaboration throughout the business, as everything can be shared instantly and issues can be identified and resolved much more quickly.

“The transparency that PlanGrid has brought to the business is absolutely priceless,” says Spiller. “We can see everything that's been done in just a couple of clicks. It's transformed the mindset on jobsites and has definitely boosted our field productivity.”

PlanGrid has similarly helped to improve communication with clients, which is critical to

SAM Drylining's success as a subcontractor. When the business relied on paper, there was a risk that important documents could be lost, leading to tension or even conflict. Now, with PlanGrid, all parties have access to digital copies that can easily be checked to resolve any queries. Project teams feel more confident reporting changes to the client and can report on projects in a timely and productive manner. PlanGrid helps to show clients that SAM Drylining is an innovative, forward-facing construction company and sets the business apart from the local competition.

### **The Continued Improvement of Field Productivity**

Spiller and the team find using PlanGrid extremely helpful and they are still discovering new ways that the tool can help them on a daily basis. The platform helps to create a more engaging way of working and supports the professional development of project managers. SAM Drylining will continue to use PlanGrid on all new projects.

As the process of standardisation continues, the business will see further improvements in field productivity, collaboration, and communication, and will also benefit from historical project data, which can improve operations in the long term. The focus is now ensuring that everyone in the business is using the tool in the same way, so that they can continue to improve everything from productivity to quality and safety, far into the future.