



SWORD

UPGRADE YOUR BUSINESS

SwordCTSpace

East Thames Group Harford Street Development

East Thames Group is the largest housing association operating in east London

Housing in the Thames Gateway area is experiencing a major growth surge. More than 20,000 new homes are planned over the next 3-5 years, a significant percentage of which are being designated 'affordable housing'. East Thames Housing Association, together with the developers Bellway Homes, is pioneering the deployment of a mixed-use sustainable development which will consist of some 500 homes for sale, rental or shared ownership.

Central to the Harford Street development is a community hub, which will supply healthcare, employment and training services in addition to community activity. This is one of the largest balanced community developments to be initiated in the UK and the total value of the contract is in excess of £75 million. There is an ambitious timescale for development across several phases of work – the first major phase being the rapid build of timber-framed housing.

The development of the major new community project has presented the design team with several management challenges. The key challenge concerns the communication across the multiple 'client' parties involved in the initial design and planning for the site. This includes 4 internal departments within East Thames, Bellway, the regeneration company Ocean New Deal for Communities, City Gateway and Tower Hamlets Primary Care Trust and Community Church. The creation of standard business processes across the project is essential.

When working on an ambitious development programme it is essential that information is communicated in a timely way and that everyone is kept up to date and consistently works with the most recent plans. Furthermore, the team are faced with the challenge of coordinating queries and responses across multiple parties in multiple locations.

The team wanted to get a technology solution in place quickly, to facilitate the communication process and to manage all information centrally. It was important to find an intuitive solution that did not require a significant IT investment and one that would be easy to use with a minimum requirement for training.

Sword CTSpace is providing the Harford Street Development team with their On Demand Document Management and Collaboration software system. It is made accessible to all team members from a standard Internet browser requiring no installation on users' machines. The collaboration module manages processes including Information Requests (RFIs).

Benefits

Quick and efficient management of project documentation

Manage immense volumes of documentation and correspondence

Reduce costs

Minimise errors and delays

Implement effective chains of communication

Encourage collaborative working

Mitigate risk and ensure regulatory compliance by maintaining a complete audit trail

Standardise best practice across projects

Improve visibility, control and problem diagnosis in the design and construction phases of the project

Leverage information from previous projects with archiving capabilities

“Using Sword CTSpace early on in the bid management planning phase means that information is readily available in one place and the opportunity for delays and errors is greatly reduced.”

Steve Tarry, Development Director, East Thames Group

Using the system early on in the project and engaging the cross project team has enabled everyone to have immediate access to the most up to date information. This also simplifies communications across the dispersed development team. An easy-to-use folder structure has been created to allow the participants to upload, search and revise key documents and drawings.

There will be an estimated 15 companies and up to 40 users accessing the project information through Sword CTSpace across the development scheme.

Sword CTSpace's platform has become integral to both the direct development team and the wider corporate project team.

The teams are already experiencing real benefit from using the system. They have:

- Introduced a consistent approach to handling and managing documents and drawings across all members of the East One team.
- Reduced the risk of errors and rework by ensuring the team was always working with the most current drawings and documents.
- Improved communication by enabling team members to raise and respond to queries in a structured way.
- Eliminated the risk of losing important files by maintaining all current and past versions in one central location.
- Created a complete log and history of the property assets for progression throughout the design and build phase to the ongoing maintenance.
- Reduced construction build time by 15% (compared to earlier projects).
- Realised significant cost savings in paper, postal and courier costs.
- Streamlined multiple projects concurrently.
- Improved project visibility to the whole team



The Sword CTSpace platform is now providing continuity of approach for the construction phase of work. The team continues to realise significant benefits from this improved way of working. As new partners join the construction team Sword CTSpace is working closely with them to ensure they fully utilise the functionality available. East Thames finds Sword CTSpace's solution essential to the future delivery of complex multi-party projects such as this.

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