

# MK PILING LIMITED

Piling contractor MK Piling (MK) has earned an enviable reputation in the UK construction industry. They draw on many years of specialist piling experience to deliver a level of quality that is second to none.



With a team of 60 operatives, MK offer a comprehensive range of piling solutions designed to meet all kinds of requirements and provide effective solutions for many piling projects including:

- Top driven piles
- Continuous flight auger (CFA) piles
- Mini piling
- Underpinning
- Additional services designed to give total support and take comprehensive care of foundation work

In delivering their services, MK teams use the most advanced piling techniques and equipment available. Piling technology is their speciality and their forward-thinking approach has put them at the leading edge of the construction industry.

### What were the issues?

As with many other construction industry companies, MK used a wall mounted whiteboard to schedule jobs against operatives. In a sector where 3 day jobs can easily become 7 day jobs or longer, scheduling can become a real headache.

Harvey Banks from MK explains: "One of the first things a customer asks when he phones is "How soon can you do the job?"

Answering that question is no easy task. Combined with the fact that requirements often change, sometimes during the job, it meant that we spent huge amounts of time with a duster and pen, reorganising things."

### iQ solution

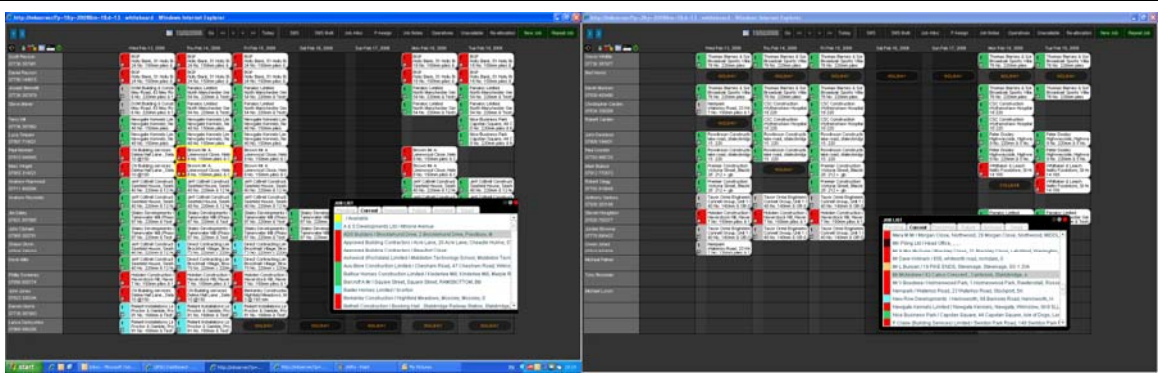
The electronic whiteboard functionality was a perfect solution for MK's issues. After reading a case study about the impact iQ was having on Clyde Valley Drilling Ltd, Harvey emailed Quarterback Systems. Craig Robertson from Quarterback visited the head office in Oldham and an agreement was quickly reached to implement the whiteboard as the first phase in the project.

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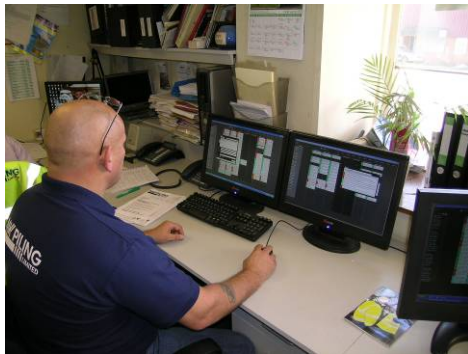
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**What are the benefits?**

There is no point in implementing software unless it delivers benefits to the company and this is exactly what MK has experienced by implementing iQ. Harvey takes up the story: "It's hard to quantify the exact value of the benefits we have achieved through implementing the iQ whiteboard but there is no doubt that they are significant for a company of our size - the benefits far exceed the cost of the software making it very good value for money.

Since going live we have achieved the following:

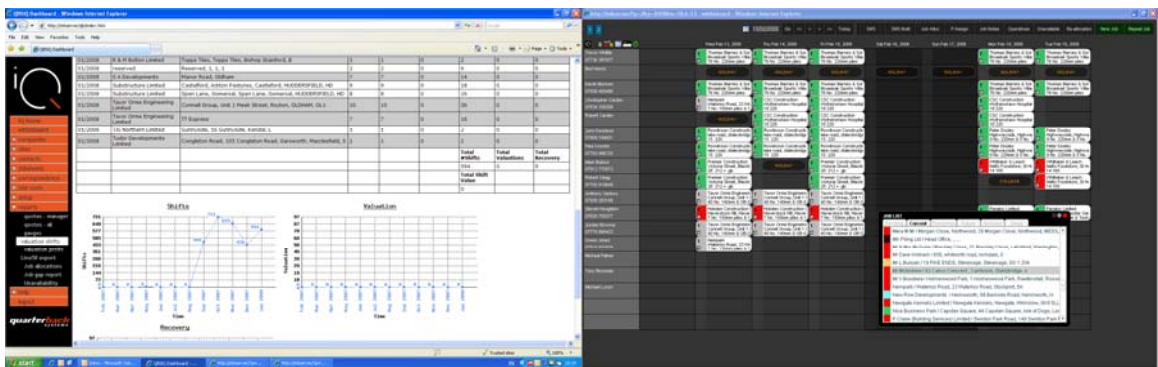


**Time savings**

By far and away the biggest efficiency for us is the time saving in scheduling jobs. What was a really complex and time consuming process can now be done using simple drag and drop technology in a fraction of the time.

**More responsive to clients**

As I previously said, we are often asked how soon we can schedule a job to start. The visual nature of the tool, combined with the ability to quickly change things, means we are able to give an immediate answer and schedule jobs to start at the earliest opportunity. Everyone has view access to the whiteboard and can make a decision on timescales weeks in advance.



**Better management of resources**

Again, the visual nature of the whiteboard means that gaps in operatives' workload are immediately obvious. Before iQ, we occasionally had operatives not allocated to jobs for

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a day here or there – working with a wipe on-wipe off whiteboard is not always precise. Our operative utilisation has increased.



### ***Increased effectiveness***

Overall, we have become more effective in managing and scheduling the work, releasing time to devote to other areas of the business.

These are exactly what iQ has been designed to achieve. As Craig says:

“The iQ business control toolkit is not just software: it enables control by removing repetitive mundane tasks, to let you get on with running the business instead of running after it.”

### **Quarterback Systems**

The driving ethos behind Quarterback Systems is to meet the needs of its customers, delivering a high level of service and responsiveness. Harvey acknowledges how important this has been:

“We are a very demanding client. We have asked for a number of developments to the software which have either been delivered or are in the pipeline. Craig and his team have always been very responsive and helpful and we get on very well with them. We would have no hesitation in recommending them and the iQ software to others.”

### **What next?**

Up to now MK has only implemented the whiteboard functionality. That in itself has transformed the job scheduling side of the business.

However, the next phase of the project is to implement the Part Tracker module to track equipment location and costs. This will provide control over another key are for the company, ensuring that they are well equipped to push the business on to further success.



### **MK Piling Ltd**

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