



## product overview

### Highlights

- Proves compliance with standards
- Improves high level visibility of projects
- Immediate notification of non conformance
- Saves time and reduces cost of quality audits
- Reduce corporate risk
- Integrated into the working environment
- Part of Causeway ECM

# business management system

For companies targeting to deliver consistently high levels of service Causeway Business Management System (BMS) enables organisations to run projects with the reassurance that people are complying with the correct methodologies and standards. Causeway BMS enables organisations to integrate best practice and quality procedures into the every day working environment reducing risk, improving quality and increasing customer satisfaction.

### The challenge

In an industry where margins are already tight, reputation, quality of service and customer satisfaction are all key issues that can give a competitive edge, but how sure are you that your company is delivering a consistently high level of service to your client?

The answer may lie in identifying a 'best practice' quality procedure for all of your business processes, whether from setting up a new project to handling an RFI. Yet once you have undertaken the research and invested the efforts required to arrive at the answers, how can you be sure that your people embrace these procedures into their every day working environment?

The auditor is due to arrive next month, and you need to prepare: every decision, document and correspondence relating to your processes must be found. How about health and safety or environmental procedures – can you demonstrate compliance?

### The issue

Many quality procedures end up either in hard copy or an electronic filing system, which due to being detached from the every day working environment may become redundant or unused.



## The solution

Causeway BMS is a solution built on top of Causeway ECM (Enterprise Content Management) and therefore utilises the power of the industries leading content, document and information management system.

Causeway BMS integrates your quality procedures with the day to day working environment. A flexible and simple to use software solution developed in partnership with the industries leading QS and Project Management firm, Causeway BMS enables the user to build their own quality procedures and workflows within the system.

Causeway BMS gives organisations the ability to move ahead from purely documenting their procedures to deploying them in a real project environment. Tightly integrated with Causeway ECM, all of the documentation is automatically captured in a project workspace whilst the company processes are enforced.

## Corporate compliance

Causeway BMS contains all of the projects and tasks that are performed by the organisation. For each task a number of best practice questions are defined with either a yellow or red flag level of compliance. As people work on their projects they are guided through the standard questions, given the ability to add commentary, see exemplar, template and supporting documentation making it easier for them to do their work.

Before a task is completed they are made aware of any areas that they are non compliant with the standard process, given the ability to amend or explain. Any documentation generated is captured and controlled by the Causeway ECM sophisticated document management functionality as well as support for other collaborative aspects of the project.

## Projects database

Each project contains all of the important information such as people involved, roles, job details, costs, dimensions, etc. This can be tailored to meet specific requirements.

Capturing all of the project information at one time is often an overwhelming task, time consuming and therefore ignored. Causeway BMS allows specific information to be captured at the relevant time so that, for example, as someone completes an estimate, they enter the cost of the project. In this way the data captured is accurate and maintained.

## Comprehensive tasks

Causeway BMS provides a task desktop environment to support the completion of project work. Each task contains specific relevant information to be captured as the task starts and ends.

Best Practice questions are provided within the task environment so that people are guided through the relevant quality assurance process. These can be answered, explained or ignored. Depending on the answers, alerts are sent immediately to identify any non conformance aspects.

In line with Causeway ECM a project workspace is maintained to capture the documentation and support other project activities through forms, workflow and other collaborative aspects.

## Compliance and project alerts

Causeway BMS provides alerts within the project to provide complete visibility to all relevant parties.

Best Practice alerts are categorised into major non compliance events, displayed in red, and minor non compliance, displayed in yellow.

Based on your role in the project it would then be possible to action an alert to add an explanation of actions taken to mitigate against the non conformance or just close the alert.

Alerts are provided for other actions in the project such as missing milestones, starting projects, etc.

## Powerful reports

All of the information is captured in a controlled database and reports are available to provide high level information across one or many projects.

Within a report it is possible to drill down to the detail and access the full history and audit.

The reports can be user controlled and personal settings saved to save time for future reuse. Full flexibility is provided to allow custom reports to be defined.

## Powerful search

Causeway BMS fully utilises the underlying search technology within Causeway ECM for full text natural language queries across multiple sites and projects at once.

## Proven solution

Causeway BMS is built on Causeway ECM which has been successfully deployed to many customers within the construction industry, including Arup, HBG and the Kier Group. Each of these organisations has over 6,000 people using the system.

To find out how Causeway  
can help *your* business  
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