



Causeway talks to Turner and Townsend

What Causeway does for Turner and Townsend

- Confidence in what they deliver
- Consistency in the way they do it
- Control over how they do it

Causeway talks to Darren Laybourn

Director

Business: Global Cost Management Consultancy

Turnover: £245m

Staff: over 2400

Solution: Causeway Cost Consultant Suite powered by CATO

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Darren Laybourn

Established in 1946, Turner & Townsend is a global cost management consultancy, employing more than 2,400 people across an international network of 54 offices, supported by a worldwide infrastructure of systems and resources. The company predominantly focuses on construction projects and within this area, it has a broad spectrum of customers across sectors ranging from oil and gas to local and national government and from private development to retail and the prison service.

Historically, Turner & Townsend made use of a disparate mix of software including Causeway's earlier WEST software and Excel spreadsheets to manage and cost construction projects for its clients. Over time, however, it felt that this approach was failing to deliver the systems integration and the conformity and continuity of information that it increasingly required.

As a result, Turner & Townsend decided to look for an alternative solution and after careful consideration of competitive packages, chose to implement the Cost Consultant Suite, a comprehensive software suite developed by Causeway Technologies, the software solutions specialists in the property and construction sectors. The Cost Consultant Suite is specifically targeted at the property and construction sectors and is becoming increasingly regarded as an industry standard.

The Cost Consultant Suite offers a set of integrated tools to make the whole cost management system more efficient. The tools cover project directories, document handling facilities, cash flows, integrated initial estimates, cost plans, procurement, valuation and cost reporting systems along with providing the capability to utilise the data in whole life costing systems. The system also provides users with the ability to integrate electronically-drawn information over all the services from initial estimates to final accounts.

Turner & Townsend now uses the Cost Consultant Suite extensively for cost control purposes across a range of construction projects worldwide. With Causeway's help, it has rolled the system out across a large proportion of its sites globally, as well as all UK offices.

How the Process Works

Currently, Turner & Townsend are already using three key elements of the Suite: CADMeasure, Cost Planning and Taking-Off and Bills. They are also looking to extend their use beyond this core functionality.

In a typical application, Turner & Townsend extracts information from electronic drawings and measures them directly from the CAD file using CADMeasure. This provides a quantification that can then be processed within the Suites Cost Planning element, which enables the company to provide targets, implement and control its projects.

The next stage is the delivery of the project itself. Finally, it applies the Taking-Off and Bills package, to make use of data collected to produce bills of quantities which enable its clients to tender for projects.

Assessing the Benefits

Turner & Townsend has achieved many benefits by deploying the Cost Consultant Suite to control this process, including significant time and cost efficiencies. Using Causeway's suite of cost management software enables it to

maintain a common working methodology across the business based on a single, homogenous look and approach. They have, for example, used the Suite to standardise its templates to help provide consistent service delivery across the business and also to develop common audit trails.

Another key advantage of the Cost Consultant Suite is its versatility. It can bring a raft of different benefits across a broad array of construction projects and it is compatible with many existing cost management solutions.

Underlining this ease of compatibility, Darren Laybourn, Director, Turner & Townsend cost management, comments, "Causeway's Cost Consultant Suite forms an integral part of our ttMeasure solution. This enables us to store and retrieve data easily. We can now benchmark projects quickly and rapidly identify whether proposed schemes are in an acceptable cost range.

"Causeway have demonstrated great flexibility on this project and a strong level of commitment to developing a positive, long-term relationship and to meeting their ongoing business requirements.," he adds. In addition, the accuracy and reliability of the Cost Consultant Suite also has benefits for Turner & Townsend in terms of quality control and assurance.

Training for Success

Turner & Townsend has worked closely with Causeway to develop bespoke training plans for all its employees. The training is delivered in line with the stipulations of Turner & Townsend's own internal programme for delivering training to staff, as and when required.

Training on the Cost Consultant Suite takes place in three parts: introductory, intermediate and advanced. It is provided by a team of internally allocated Cost Consultant champions and super-users, who have themselves been trained to an advanced level by Causeway. In addition to providing training courses and delivering training documents, this group also meets on a regular basis to discuss software development issues.

It also acts as the first port-of-call for any support issues which Turner & Townsend has across its international offices. If this internal group is unable to solve any problem locally, it draws on the assistance of Causeway's own support team. The vast majority of system issues are resolved within just 45 minutes.

Looking to the Future

Turner & Townsend is already achieving significant benefits through its use of Causeway's Cost Consultant Suite. However, it wants to ensure that it builds on these benefits in the future. As part of its wish list for the Cost Consultant Suite, the company has recently been working closely in partnership with Causeway to develop and enhance the software still further and to ensure it is being used to maximum advantage within the organisation.

This means that the software can be ever more closely tailored to Turner & Townsend's precise business requirements. With projects in the construction sector becoming generally larger and more complex and competition more intense, this is a critical factor in helping to ensure the company's ongoing success.

To find out how Causeway
can help your business
please call us today on

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