

DATASHEET

BIW Technologies (BIW) provides various modularised implementation and training services. Consultancy services range from basic implementation of the BIW collaboration platform to enhanced support for end-users needing to use sophisticated functionalities such as design, construction process or asset management, the Health and Safety modules, or key performance indicators (KPIs). Supported by BIW's experts, customers, project teams and end-users can be confident that their system is being efficiently delivered in the right way, at the right time and to the budgeted cost.

BIW's consultancy services: a summary



Consultancy services in relation to the BIW platform can broadly be divided into six categories. Typically, even the most modest project will require services from each of the first four categories, but - depending on the customer or project team

requirements - enhanced levels of service can also be delivered.

- Base implementation services
- Process review and implementation services
- Training services
- Post-completion services
- Enhanced support services
- Enhanced account management services

1. Base implementation services

These services are regarded as the basic minimum requirement for successful configuration and roll-out of the BIW platform for any project or programme of works:

- **Implementation planning** - Present BIW collaboration platform to key project team members; finalise scope of services to be provided (including key milestones, project objectives, critical success factors); determine which team member(s) will 'champion' use of system; detailed one-to-one review with Project Information Co-ordinator (PIC); define project protocol (see below); prepare deployment plan for system implementation; perform technical audit (identify IT requirements and minimum configuration criteria, perform internet connectivity and printer tests, advise on any identified issues).
- **Implementation/protocol workshop(s)** - The protocol document is key to ensuring that the platform configuration is documented and its use clearly defined in terms of processes, file naming conventions, IT requirements, etc.

The workshop focuses on: what project information will be issued via the system and in what file formats; document/drawing issuing conventions; definition of information flows, Health & Safety File requirements, etc (follow-up reviews updates may sometimes be required).

- **Platform set-up and configuration** - Configure system to meet protocol requirements; ensure team members have login access and appropriate project rights; make administrators aware of responsibilities regarding user/password administration; ensure user help desk procedures are communicated to all project team members; define suitable user training programme.
- **Go-live** - Finalise configuration and protocol documentation; confirm change management processes with PIC; review implementation; finalise timetable and criteria for project sign-off and Final Project Acceptance certificate.
- **Support** - Provision of BIW Help Desk (UK hours: 8am to 6pm); monthly or quarterly review meetings.

2. Process review and implementation services

Successful roll-out of the BIW collaboration platform normally includes configuration of the system to suit the customer's or project team's specific process requirements.

The BIW collaborative process management (CPM) toolset enables teams to customise online processes so that they accurately match existing or new standard procedures. The system can be configured to manage, control and record the movement of information to and from project team members, using processes that everyone will find consistent and familiar, while being seamlessly integrated with the core project information.

- **Design process review and system configuration** - eg: set-up drawing approval processes and use of commenting/redlining.
- **Construction process review and system configuration** eg: Change Orders, RFIs, Transmittals, Instructions, etc

3. Training services

BIW believes training is essential to ensure successful implementation of the BIW collaboration platform. Provision ranges from basic training for first-time users through to advanced training and facilitated workshops for users fulfilling particular project roles.

- Training needs analysis
- User training
- Project Information Co-ordinator training
- Collaborative process management (CPM) training
- Health & Safety Administrator training
- Standards Administrator and Standards user training
- Project protocol review workshop
- User review workshop
- Project review workshop
- Software upgrade workshop

BIW provides both formal training courses and group workshops. Typically, BIW training is delivered in one-day or half-day courses, typically held within the client's offices, to an agreed syllabus to a maximum of eight delegates on their own dedicated PCs with all training course notes provided. Alternatively, training can be delivered at BIW's own training facility located at its head office in Woking, Surrey, its regional office in Nottingham, or at external IT training venues.

4. Post-completion services

Towards the end of a project, teams will usually want to collate project-specific documentation required for post-construction operation and maintenance activities and for archive purposes.

Post-construction operation and maintenance activities will typically require Health & Safety and Operations and Maintenance manuals. BIW will also consult with the project team regarding project archive requirements. Archives will be supplied on media suitable for copying to a network, will contain all project information (divided into folders, eg: drawings, specifications, minutes, etc) and offer two ways to view the data (an executable that displays project information as though it was in the 'live' system, and the PC's file explorer).

5. Enhanced support services

Some project teams may require enhanced levels of support or may wish BIW consultants to fulfill particular roles.

- Technical services engineer
- Enhanced BIW Help Desk availability
- Monthly Help Desk workshop

- Administration services
- System Administrator
- Channel Administrator
- Project Information Co-ordinator
- Company Administrator

Enhanced levels of support might involve, for example, advice on firewall, router, proxy and general network infrastructure settings and internet, Windows and Apple Macintosh OS configuration.

6. Enhanced account management services

BIW consultants can work with customers to develop their initial business case, and help measure the attainment of project objectives. Where required, they can also provide advanced data management services - for example, helping teams migrate past data into the environment. Other services include:

- Project definition workshop
- Project Value/KPI reporting
- Programme/Project Performance reports
- User Activity reports
- Data integration / migration workshop

BIW can review system use to ensure that it is being used effectively, recommending changes where required. For instance, BIW can produce performance reports showing the numbers of information requests raised and the time taken to resolve them, the average number of drawing revisions, duration of approval processes, number of actions raised and still outstanding, etc.

Activity reports provide details of user activity and can be used to identify any shortfalls or weaknesses within the environment. Such reports might analyse calls to the Help Desk, user access by company, or the levels of collaboration taking place on the project, etc.

- ***If you have any questions or require further information on BIW's consultancy services, please contact BIW's product support manager Aneel Khanna.
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