



Leading Construction Company Turns to ITCube to Develop Site Labor Management System

Flexible and human-centered approach to build intuitive and user-centric experiences from ITCube help Shapoorji Pallonji Group (SPG) to successfully implement labor management solution & document management system.

About Customer

Shapoorji Pallonji And Company Private Limited is a global, diversified organization of 18 major companies. SPG deliver end-to-end solutions in 6 business segments, namely Engineering & Construction, Infrastructure, Real Estate, Water, Energy and Financial Services. Developing megastructures and iconic landmarks, SPG's dedicated workforce of over 70,000 people in over 70 countries is focused on sustainable development. SPG, a +\$1 billion company, is one of India's largest construction companies.



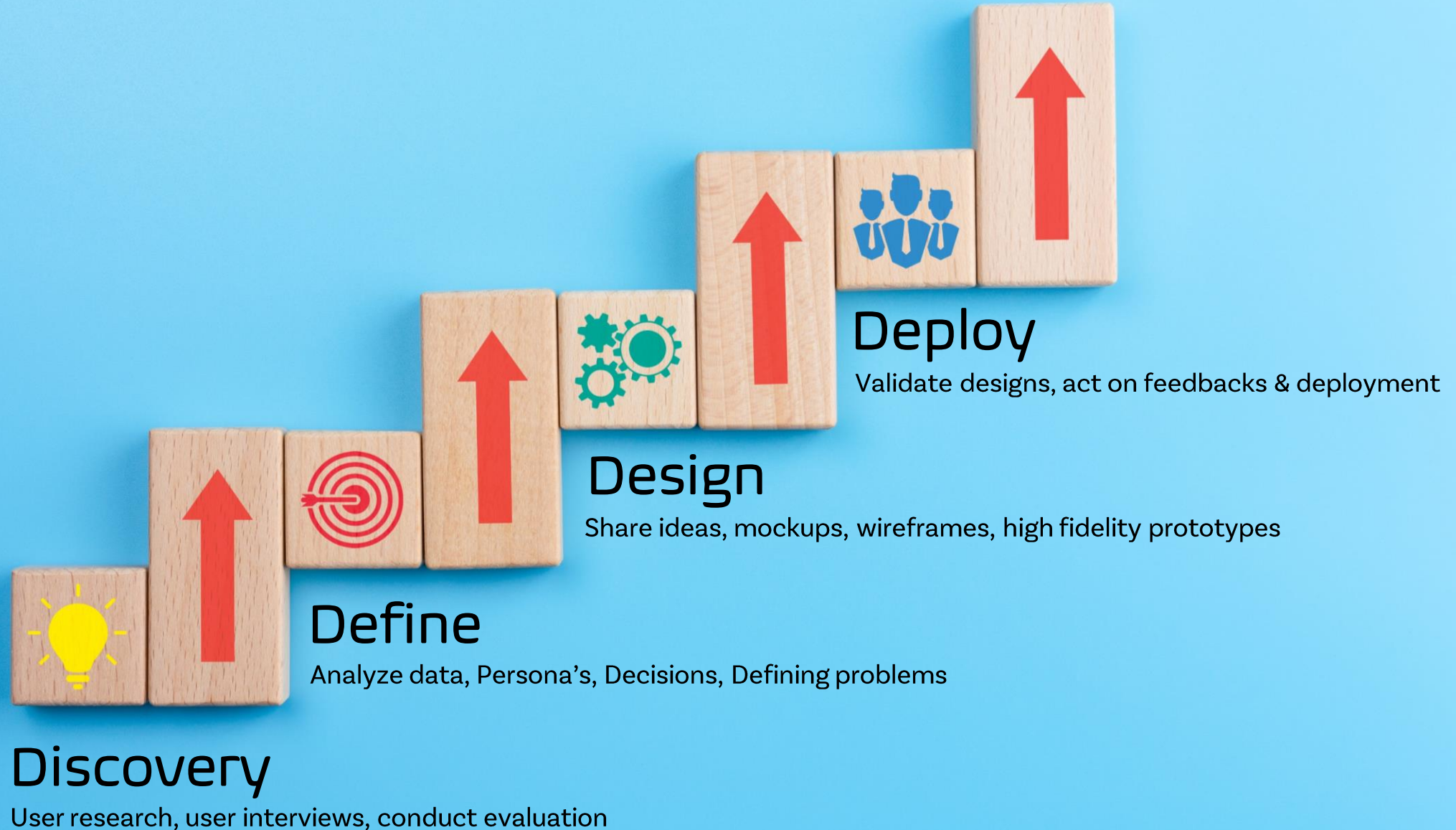


Objectives

- Design thinking approach to understand user needs for effective UX
- New interface which make information accessible in an easier and structured way.
- To Conduct evaluation & research to address user expectations, issues, and wish list.
- User interface aligned with Shapoorji Pallonji branding.
- To develop Labor Management Solutions (LMS) & Document Management System (DMS) with features such as overtime cost tracking, on time allocations, labor visibility on projects, view and upload document, find and retrieve document.



4 step process to understand user needs, expectations, pain-points to improve user experience.





Business Problems

- SPG had 150+ ongoing projects spread across different states. They were struggling with compliance with labor laws for different states, labor costs & overtime cost tracking
- Different management and project level user wants to access or refer document those documents may not feasible to share via email.
- Difficulty in managing labor allocation and tracking on projects.
- To tracing meeting along with action items for closer of critical points no central procedure available.
- Lack of Intuitive design framework
- No data visualization & controls for effective tracking
- Maintenance and management of records and documents

Solution

- Registration of new workers/labor with finger scan/ facial recognition
- Configured state-specific labor rules & generation of State-wise labor reports
- Dashboard -Track real time trends, regular/overtime labor costs
- Efficient & effective deployment of manpower
- Standardized & controlled process across all regions
- Process & quality improvements enabled
- DMS will provide interface using which different user will have access to various document with features like upload, search, retrieve documents.
- Improved user experience and intuitive navigation
- User interface aligned with SPG branding



Business Benefits

- Labor rules compliance across all states
- Clear visibility of labor spending across projects
- Effective reallocation – Timely task completion
- Effective document management
- High business efficiency
- Improved user experience
- Intuitive navigation
- New user interface aligned with SPG branding
- UI with effective data visualization controls



Takeaways

The relationship has prospered because ITCube worked to understand the Shapoorji Pallonji Group needs and culture. It is marked by the following values:

- ITCube worked to think outside the box and find solutions to problems.
- ITCube introduced its own design process which inline with design thinking and integrated with SPG's processes.
- ITCube involvement start from discovery phase helped in understanding users needs and for providing better user experience
- Rapid prototyping and design validation in design fretwork ensured deliveries on time with quality.
- ITCube approach to work closely with SPG's team members for design validations, approvals ensured on time deliveries as per schedule.

