



Town Restaurant, from Stevie Parle; Drury Lane, London WC2

## About DECON

DECON is an industry-leading project management and cost consultancy specialising in hospitality, retail, leisure and F&B. The team's client-side experience means that they understand both the challenges that their specialist sectors face and the pace required to keep projects and programmes on track. Always focusing on solutions, removing complexity, ensuring smarter procurement, challenging constructively where necessary and above all, driving consistent excellence are hallmarks of the DECON approach.

## Which processes does DECON manage with Insite?

We use Insite for feasibility studies, progress reporting, and snagging. It gives us a clear framework to assess project viability, capture the right information, and track progress in real time. The platform also streamlines snagging, making it easier to log, assign, and resolve issues quickly. By bringing these processes into one system, we've reduced paperwork, improved communication, and created a consistent record that strengthens accountability across our projects.

## How has Insite helped to improve these processes?

1

### Solution 1 - Clear Issues

Insite enables the team to capture and define issues at every stage of a project. By recording findings in a structured way, every detail is accounted for, and nothing is missed. This clarity ensures both site teams and office staff have an accurate view of progress and potential challenges.

2

### Solution 2 - Accurate Detailing

The platform makes it simple to log issues with precision and efficiency, providing a reliable record that can be tracked against the project timeline. With images and notes captured directly in the system, the risk of errors or miscommunication is reduced.

3

### Solution 3 - Better Oversight

All findings are presented in a clear, easy-to-understand format, making it straightforward to share updates with clients. This transparency builds confidence, improves collaboration, and ensures stakeholders remain informed throughout the lifecycle of the project.

## How does the inspection completion time using Insite compare with other systems you've used?

Insite has proven to be far more advanced than other applications previously used, such as Site Audit Pro. Its flexibility and range of features provide the team with more than just a basic inspection tool, it delivers a complete solution for capturing, tracking, and reporting issues. Inspections can be completed faster, with richer detail and supporting evidence, giving a clearer picture of project progress. By consolidating these tasks into one platform, Insite not only saves time but also improves accuracy and accountability.



Juicy Couture, Westfield Stratford City

## Who uses Insite in your team and how has it improved communication?

Insite is used not only internally but also when working with contractors and clients. For contractors, it provides a clear and structured way to record issues, assign responsibility, and monitor progress through to completion. This ensures nothing is missed and keeps projects moving without unnecessary delays. Clients particularly value the easy-to-read reports generated through Insite. These reports provide a transparent view of project activity.

## Does computer access to your inspections enhance utility, and if so, how?

My team find the desktop version very useful. Having inspections available on the computer makes it much easier to review progress in detail, organise reports, and keep records in one place. It also helps them spot trends or recurring issues more quickly, which can sometimes be harder to pick up on site. By having the flexibility to work on both desktop and mobile, the team can share information more efficiently between site and office, improving communication and saving time on admin.



Temperley London UK Flagship, Sloane Street, London SW1X

### How much time and money do you save each month?

The main benefit is the time saved on tasks like writing up reports and adding or annotating photos. These processes are much quicker and easier, which keeps projects moving more smoothly. More importantly, it improves the quality of the service we deliver by ensuring information is accurate, well-presented, and consistent. This added professionalism makes communication clearer and helps build stronger relationships with clients.



Likelihood to recommend

5/5

Customer Support

5/5

Collaboration

5/5

Product Satisfaction

4/5

“Using Insite makes our **reporting faster**, our **records clearer**, and our client communication **more professional** and consistent across every project.”



### Andy Kelly

Managing Director / [ak@deconpm.com](mailto:ak@deconpm.com) / [wearedecon.com](http://wearedecon.com)

Widely respected in the industry, DECON's Managing Director Andy Kelly leads a large team of PMs delivering sites and programmes for clients across the country. Originally from a site background before moving across to client-side, Andy's unique blend of construction, client and consultancy experience means he brings technical knowledge, expertise and the ability to understand and advise accurately on risk. His drive and dedication to delivering projects for DECON's clients is unwavering.

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