



About Hyphen

Hyphen is a forward-facing architectural practice delivering excellence for clients worldwide. Over the last 40 years, they've progressed into new sectors, new territories and realised many exciting opportunities for industry-leading clients.

Working as one connected team, of over 200 employees across ten offices, everyone at Hyphen brings something different to the whole - a different perspective, a new approach and specialist expertise to help get things done.

www.hyphen.archi

Which processes does Hyphen manage with Insite?

We use Insite for site surveys, reports, and snagging. These are essential parts of our workflow, helping us to ensure that all site conditions are accurately assessed and documented. Insite enables us to efficiently manage these tasks by allowing real-time updates and thorough reporting. This ensures that any issues identified during site surveys are addressed promptly, supporting the smooth progress and successful completion of our projects.

How has Insite helped to improve these processes?

1

Solution 1 - Efficiency

Insite has significantly reduced the time spent on site surveys and snagging. By allowing us to complete these tasks on the go, we can immediately document and report findings while still on-site, which speeds up the entire process.

2

Solution 2 - Flexibility

The ability to use Insite during the commute back from site further enhances our efficiency. We can finalise reports and update project statuses during travel, ensuring that no time is wasted and that our workflow remains uninterrupted.

3

Solution 3 - Improved Accuracy

Insite enhances the accuracy of our site surveys and snagging by allowing us to document findings immediately, reducing the risk of errors or omissions that can occur when relying on memory or notes taken later. This immediate data capture ensures that all details are recorded precisely, contributing to more reliable reports and better project outcomes.

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

Insite is my preferred app for completing inspections because of its exceptional customisation options and the quality of its image mark ups. These features allow me to tailor the inspection process to our specific needs and produce more visually detailed and accurate reports. This level of customisation ensures that the outcome is not only professional but also precisely aligned with the requirements of each project, making it a standout tool compared to others I've used.



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

We primarily use Insite internally, with some contractor involvement during the snagging phase. It's been particularly helpful in keeping track of snagging issues and facilitating communication by allowing us to receive relevant information directly from the general contractor. This streamlined communication ensures that all parties are aligned and that any issues are promptly addressed, contributing to a smoother and more efficient project completion process.

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

I find it very useful to access inspections on the computer, especially when I need to review detailed information. On a phone screen, images can appear too small or be difficult to mark up accurately. Using a computer allows for clearer visibility and more precise annotation, which is crucial for ensuring that all aspects of the inspection are thoroughly reviewed and documented. This capability enhances the overall quality and accuracy of our inspection reports.



How much time and money do you save each month?

I would say we save a considerable amount of time on each inspection or site visit by using Insite. The ability to document and update information on the go, combined with the efficiency of finalising reports during transit, means that our overall inspection process is much faster and more streamlined. While it's difficult to quantify exactly, the time saved undoubtedly translates into cost savings as well, particularly by reducing the need for follow-up visits or additional administrative work.



Product Satisfaction

5/5

Ease of use

5/5

Reporting

5/5

Likelihood to recommend

5/5

"Insite has become our go-to for site surveys and snagging, offering **real-time documentation** and customisation. It enhances accuracy, **saves time** on each visit, and streamlines our entire inspection process."

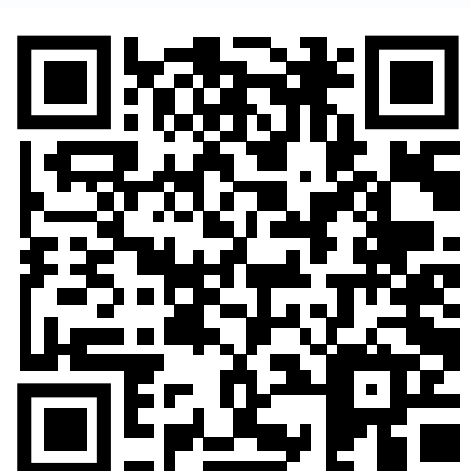


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Bianca is an experienced Architectural Designer at Hyphen, specialising in retail projects across the UK. She holds a BA (Hons) in Architecture and Urbanism and an MSc in Architectural Interior Design. Since joining Hyphen in 2018, Bianca has worked on high-end residential, hospitality, and office projects across Europe and South America, bringing a wealth of technical expertise and a collaborative approach to each project.

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