



About Mitie

Mitie is one of the UK's leading facilities management and professional services companies, delivering critical services across cleaning, security, engineering, energy, and decarbonisation.

With operations spanning the public and private sectors, Mitie supports a broad range of industries including healthcare, education, retail, and infrastructure. Focused on innovation, sustainability, and operational efficiency, Mitie helps clients create safer, more efficient, and productive environments.

Which processes does Mitie manage with Insite?

Our Lighting Department is responsible for the design, installations, compliance and warranty of lighting systems across a variety of sites. We use Insite to manage Daily Report Forms (DRFs), carry out Site Surveys, and complete Site Audits. These processes help us document site activities, ensure compliance, and track progress against key milestones. By using Insite, we've moved away from manual paperwork and disconnected tools, enabling more consistent, real-time reporting that improves visibility across the team.

How has Insite helped to improve these processes?

1

Solution 1 - Streamlined Setup

Projects are now created directly within Insite and assigned by geography, reducing the need for manual coordination. Survey outputs are automatically stored and shared with the Estimating Team, ensuring nothing is missed.

2

Solution 2 - Enhanced Reporting

Lead Engineers complete Daily Report Forms (DRFs) on the app at the end of each shift, which are compiled by Project Coordinators. This real-time reporting allows Project Managers and Engineers to collaborate live within Insite, speeding up decision-making and reducing delays.

3

Solution 3 - Better Oversight

Structured workflows within Insite have improved how pre-start visits and project handovers are managed. With all documentation and updates stored centrally, teams have greater visibility of progress and responsibilities.

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

Insite has noticeably improved the speed and structure of our inspection process. Its digital, itemised format means we can carry out detailed surveys in a single session without needing to revisit or cross-reference multiple tools. For example, we recently completed a 57-page survey logging 29 lighting and safety items in one go, a task that would have taken much longer using paper forms or separate apps. The ability to capture, organise, and submit everything in one platform not only saves time but also ensures that reporting is clear.



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

We're using Insite primarily with our internal Engineering and Project Management teams. Real-time collaboration means updates to reports and trackers happen instantly, reducing delays and improving visibility. Standardised templates ensure consistency across DRFs, surveys, and audits, while centralised access makes handovers smoother. We're now looking to bring QHSE and other teams on board to align everyone around the same tools and processes.

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

Yes, having inspections accessible on the computer has made a big difference. It removes the need to search through paperwork or dig through email threads, everything is available instantly from any connected device. The standardised digital forms, with dropdowns and checklists, ensure that reports are consistent across different teams and sites. It's also made us much more audit-ready. When we need to compile records for internal checks or client reviews, everything is already organised, easy to find, and ready to share at a moment's notice.



How much time and money do you save each month?

We estimate that Insite saves us around 60 hours each month across our team. This comes from a 20% reduction in inspection time, fewer return visits thanks to clearer handovers, and a 30% improvement in reporting efficiency. By streamlining these core processes, we're freeing up valuable time that can be redirected to higher-value tasks, ultimately helping us deliver projects more efficiently and cost-effectively.



Ease of Use

5/5

Customer Support

5/5

Likelihood to Recommend

5/5

Product Satisfaction

5/5

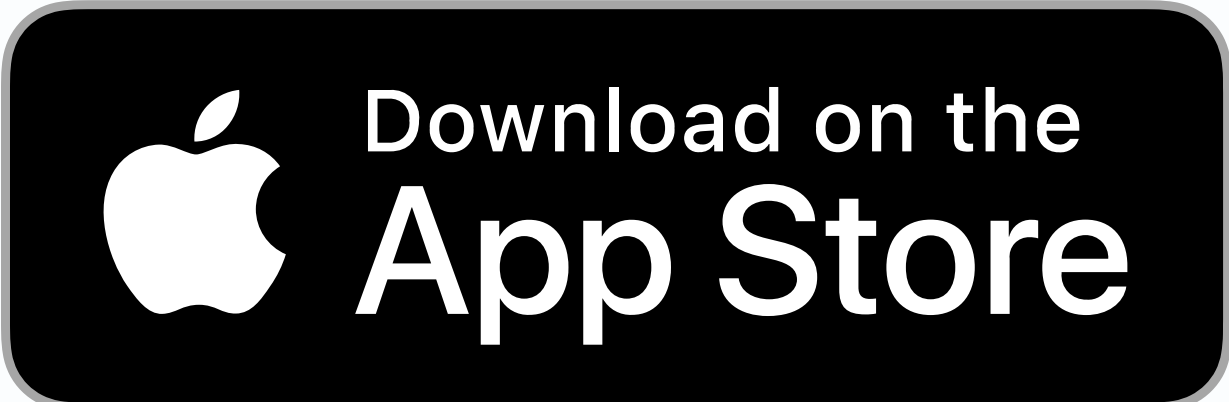
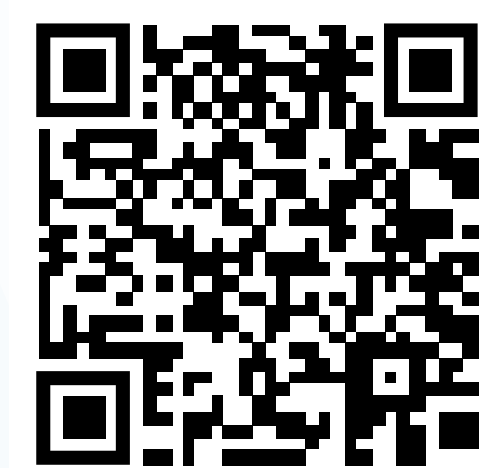
“Insite saves us around **60 hours** a month through a **20%** reduction in inspection time, **10%** fewer return visits, and a **30%** improvement in reporting efficiency.”



Paul Hart
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I'm an experienced Project Director with a background in the technical services industry, specialising in renewable energy and infrastructure projects. I've led projects through every stage, from development and financing to procurement, construction, and operation. At Mitie, I focus on improving efficiency and driving innovation across our Lighting Department to ensure we deliver high-quality outcomes for our clients.

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