



About TB Tiling Ltd

TB Tiling Ltd, a top-tier tiling contractor in the South West, specialises in residential, commercial, and domestic tiling projects, delivering precision and quality in every job. They work closely with Baber & Ball Tile Distribution Ltd to provide an extensive array of top-quality tiles.

Their newly opened showroom in Bristol, operational from Monday to Saturday, offers a comprehensive selection experience, complete with expert advice to help clients make the best choices for their spaces. This partnership ensures that TB Tiling can cater to all tiling needs with an unmatched level of expertise and service.

What processes does TB Tiling Ltd use Insite for?

We utilise Insite for comprehensive project management from inception to completion. Our process involves the site team, who use the Insite mobile app to record tasks and updates in real-time. This data is systematically compiled into detailed reports that we share with our management team and clients, ensuring transparency and maintaining high standards of quality assurance, health and safety, and snagging throughout our projects.

How has Insite helped to improve these processes?

1

Solution 1 - Documentation

Our site team efficiently capture issues by immediately uploading photos and comments through the Insite app. This process not only speeds up communication but also ensures that every detail is documented with precision, fostering accuracy and clarity in team interactions.

2

Solution 2 - Response

Rapid relay of information to our management team facilitates swift and effective responses to any challenges. This quick action reduces project downtime and enhances the efficiency of our workflow.

3

Solution 3 - Rectification

Enhanced communication between the site and management improves our project tracking and quality assurance. This ensures that we maintain our high standards of quality, ensuring consistency and boosting client trust and satisfaction.

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

As TB Tiling Ltd has not previously used any other applications for inspections, I can't offer a direct comparison. However, I can share that we are extremely pleased with Insite's ease of use. It has streamlined our inspection processes effectively, making it simpler and quicker than we anticipated. This ease of integration into our workflow has significantly enhanced our operational efficiency.



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

We utilise Insite both internally and with external partners such as clients and contractors. Internally, it has revolutionised our communication by facilitating clear task assignments and updates within our site team. This has streamlined project workflows and enhanced team coordination. On the management level, Insite's capabilities allow for robust tracking of project progress, enabling us to generate detailed reports. These reports have significantly improved our client interactions, fostering stronger relationships and facilitating more effective project collaboration.

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

Yes, accessing our inspections on the computer has proven extremely beneficial, particularly for streamlining our financial operations. The ability to generate and review spreadsheet reports is invaluable for our end-of-month invoicing processes. This functionality not only enhances the accuracy of our billing but also simplifies the administrative tasks associated with our projects. It allows for more efficient financial management and ensures that our records are precise and easily accessible, which is crucial for maintaining transparency and accountability in our business dealings.



How much time and money do you save each month?

Although we've been using Insite for only four months, it has already significantly improved our efficiency, particularly in how quickly we can access and filter information for reporting. The filtering features are particularly valuable, saving us considerable time that was previously spent manually searching for data. While it's still early to quantify the exact financial savings, the time savings alone suggest that Insite is a highly cost-effective tool for our operations.



Collaboration

5/5

Ease of use

5/5

Reporting

5/5

Likelihood to recommend

5/5

“**Enhanced communication** between the site and management improves our **project tracking** and **quality assurance**. This robust oversight maintains our high standards of quality in tiling work”

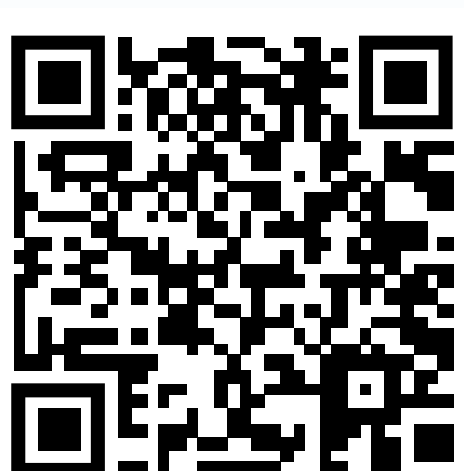


Daniel Ball

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Daniel joined TB Tiling Ltd in January 2023 as Operations Manager. He is responsible for continuously improving company processes and ensuring that project management is of the highest possible standard.

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