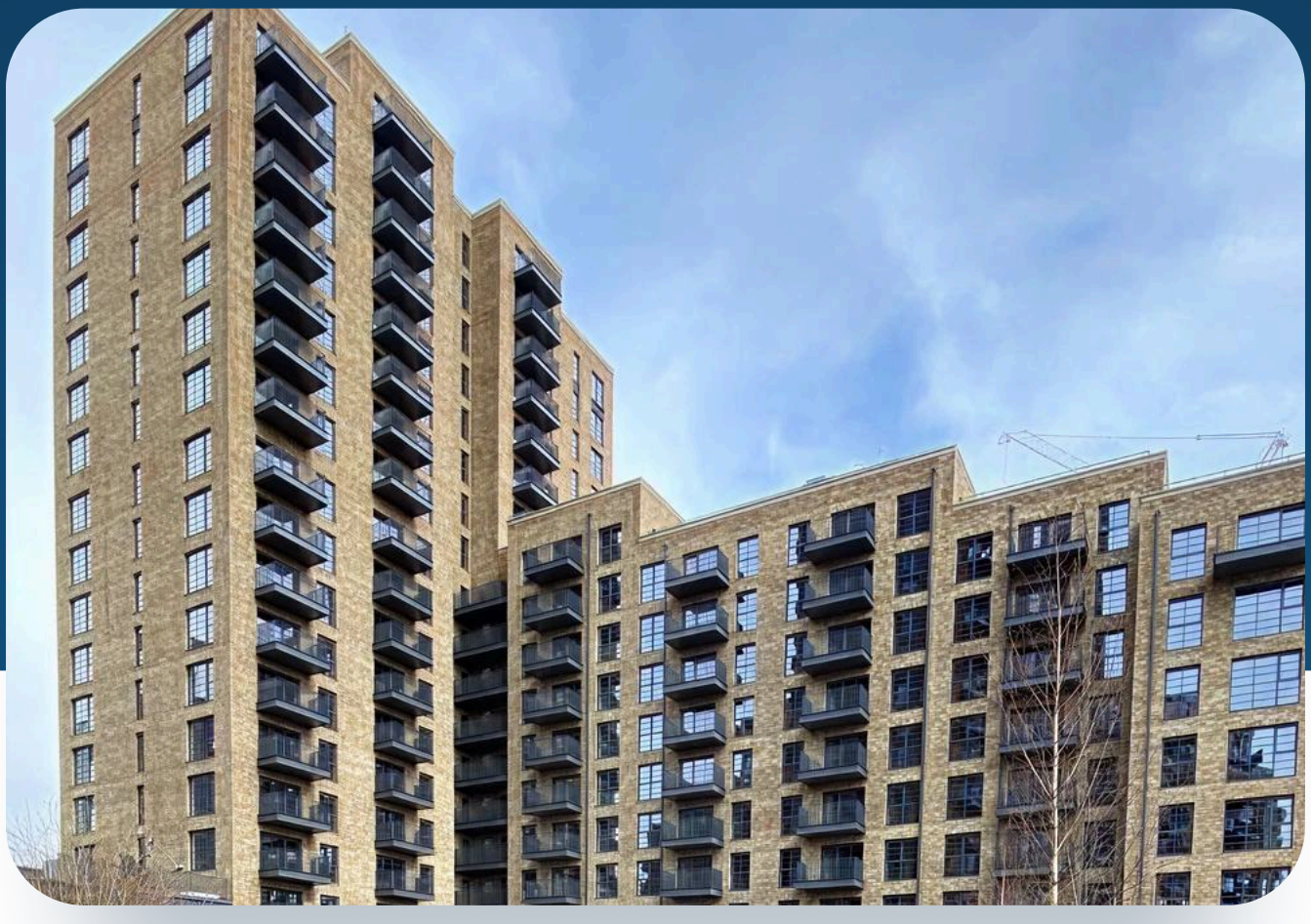
insite

NCD GROUP SERVICES LTD

How NCD Group Won More Work and Secured £1.4M+ in Repeat Business with Insite



Increased repeat business by 25%

Insite has helped NCD Group win more work and secure repeat projects, equating to £1.4m+ in additional revenue.

Improved documentation and transparency

Clients can view reports, comment on updates, and approve QA documentation within the platform.

Real-time communication from site

Information is captured as work happens, reducing delays and eliminating fragmented communication.

Company size

11–50 employees

Industry

Construction

About

NCD Group Services is a specialist contractor delivering electrical installations and smoke vent systems for residential and commercial developments, managing projects from design through installation and commissioning.

★★★★★

"Since we started using Insite, monitoring progress and resolving issues has become so much easier."

Colm Doyle
Director, NCD Group Services

NCD Group Services delivers specialist electrical and smoke ventilation systems across residential and commercial developments. Director Colm Doyle oversees the full operation of the business, including pre-construction, design, tendering, project delivery, and ensuring that every installation meets industry regulations and compliance standards.

Before adopting Insite, communication and documentation across projects relied on a mix of WhatsApp messages, text messages, and site documentation tools. While these methods worked to a degree, they often resulted in fragmented information, limited collaboration, and difficulty tracking decisions or changes made on site.

As projects became more complex, the team needed a better way to capture information directly from site teams while maintaining a clear record of progress and instructions.

That’s when they implemented Insite.

With Insite, site teams can capture issues, updates, and documentation directly in the app as work happens, ensuring project information is recorded in real time rather than gathered later from multiple conversations.

This has significantly reduced the time spent collecting updates from site while improving the accuracy and consistency of project records. Change requests and site instructions can now be documented instantly, helping ensure that any adjustments to design or installation plans are properly tracked and confirmed.

Quality assurance has also become more streamlined, with documentation uploaded directly from site and shared with clients for review and approval. Because the platform is designed for smartphones and tablets, teams can capture photos, log issues, and submit reports from wherever they are working.

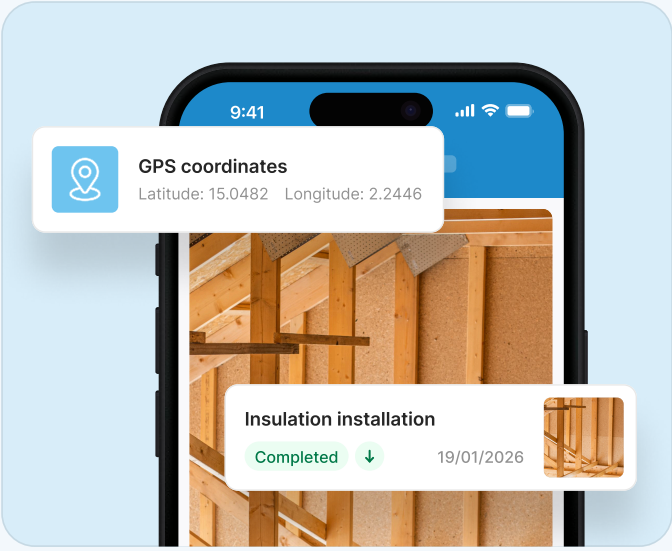
The result is clearer documentation, faster issue resolution, and better transparency for both internal teams and clients.

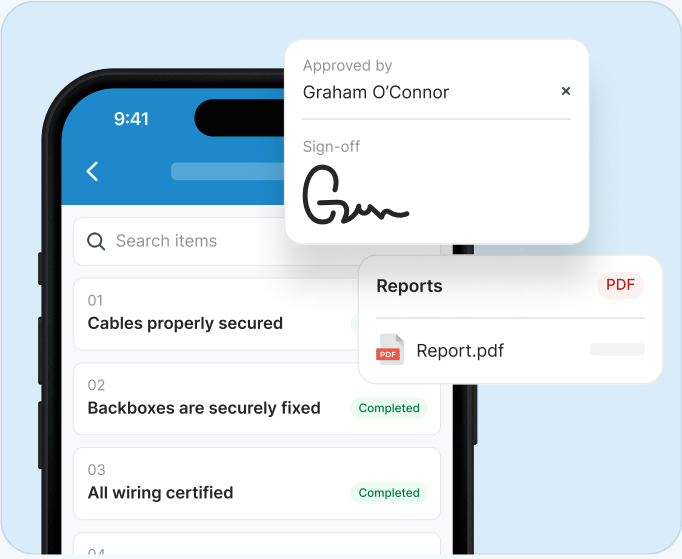
How Insite helped NCD Group improve project documentation and coordination

Insite has helped NCD Group streamline how information is captured, shared, and managed across construction projects.

Real-time information capture

Site teams can now record issues, progress updates, and documentation directly from site as work happens. Capturing information in real time ensures that nothing is missed and eliminates the need to chase updates later, saving valuable time for both site teams and office staff.



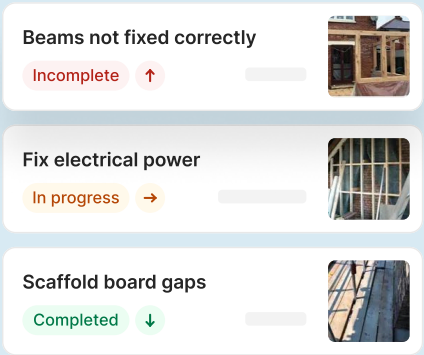


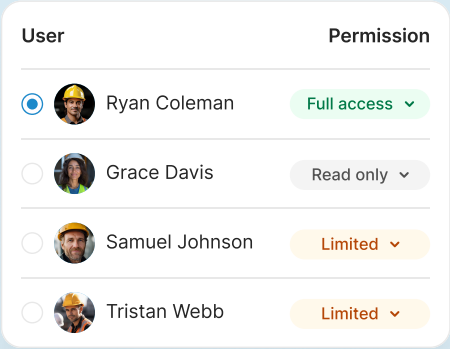
Simplified change management

Construction projects frequently involve changes or adjustments to original designs. Insite allows teams to quickly document requests, confirm instructions, and maintain a clear record of agreements made on site. This ensures changes are properly recorded and communicated across the project team.

Improved QA visibility

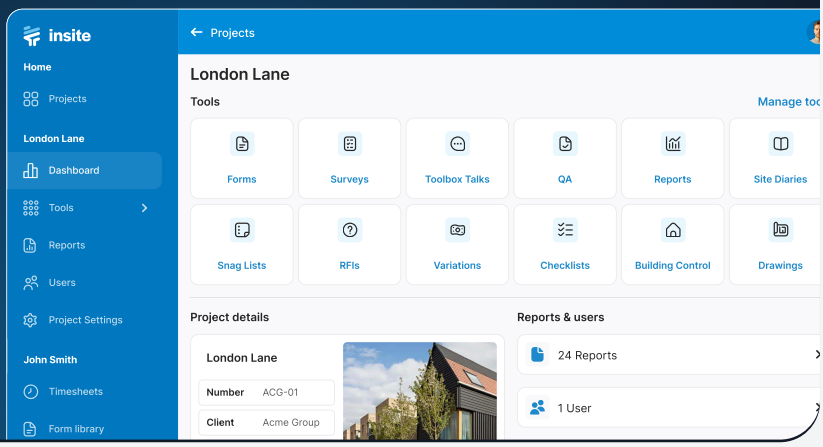
Quality assurance documentation can now be shared through the platform, giving clients greater transparency into QA processes. They can view reports directly in the app and comment on or approve documentation in one place.





Easy-to-use tools for site teams

With construction teams working primarily from smartphones and tablets, having a platform that works seamlessly on mobile devices is essential. Insite's simple interface allows teams with varying levels of technical experience to capture information and complete tasks quickly without disrupting their workflow.

Ready to save time and money across your projects?

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