



# How Thermofuse Pipelines Went Fully Paperless and Streamlined Site Reporting with Insite



### Faster data capture and reporting

Site teams can log updates, share documents, and communicate in real-time, eliminating delays from paper-based workflows.

### Improved documentation and transparency

All project data is stored in one central location, giving office teams and clients instant visibility into site progress.

### Mobile-first access for site teams

Site operatives can use the Insite app on their phones, making it easy to submit updates without additional hardware.

#### Company size

5–50 employees

#### Industry

Construction

#### About

Thermofuse Pipelines delivers underground utility works and pipeline installations across the UK. Greg Hurst, one of the business owners, oversees project management and the day-to-day running of the business, ensuring projects are completed efficiently and with accurate record-keeping.



Thermofuse  
Pipelines Ltd



**“Before Insite, we were a fully paper admin style company... trying to hold that data in one place, which was very, very difficult.”**

**Greg Hurst**

Thermofuse Pipelines



Thermofuse Pipelines managed projects entirely on paper before adopting Insite. Forms were printed, issued to site operatives, and collected manually during and at the end of projects. Holding all data in one place was difficult and created delays in communication and reporting.

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

That's when they implemented Insite.

With Insite, site teams can log updates, submit documents, and communicate directly via the app as work happens. This ensures project information is recorded in real time, rather than being collected later from multiple conversations or paper forms. Greg explains that this approach has transformed the way the team works, giving them one central location to access all project information, which improves both internal coordination and the quality of reporting to clients.

The platform has made it easier to track changes and instructions instantly, so any adjustments on site can be captured immediately and reviewed by the office team. This has helped the business move completely paperless, eliminating the delays and confusion associated with manual paperwork. Teams now have a single point of reference for all updates, which has become an essential tool for project management.

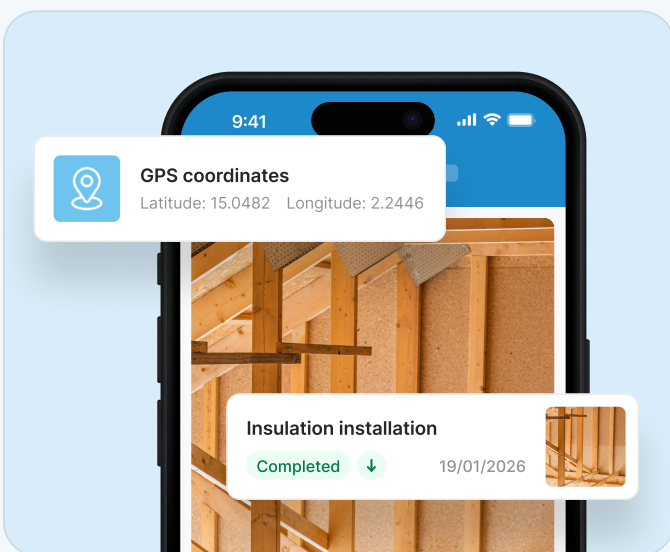
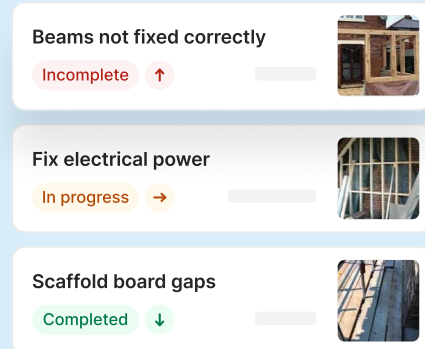


# How Insite transformed workflows at Thermofuse Pipelines

Thermofuse Pipelines has moved from managing paper forms and fragmented updates to a fully digital workflow, giving the team instant visibility over project progress.

## Instant updates from the site

Site operatives can now submit reports and documents directly via the Insite app. This ensures the office team sees updates as they happen, removing delays caused by waiting for paperwork or phone calls.

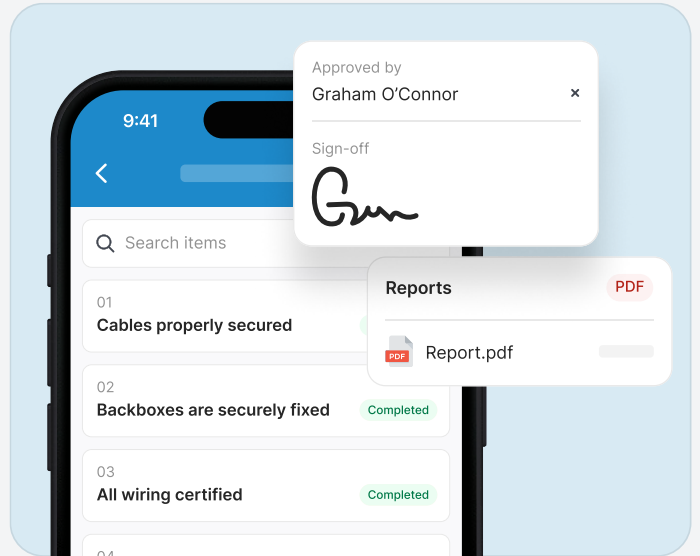


## Centralised communication

All messages and updates now flow through a single channel in the platform. Operatives can check instructions and project changes on their mobile devices without needing to return to the office, keeping work flowing smoothly.

## Quicker reporting to clients

Data entered on site automatically feeds into client-facing reports, giving clients a real-time view of project progress.



| User  | Permission  |
|---|-------------|
| <input checked="" type="radio"/> Ryan Coleman | Full access |
| <input type="radio"/> Grace Davis             | Read only   |
| <input type="radio"/> Samuel Johnson          | Limited     |
| <input type="radio"/> Tristan Webb            | Limited     |

## Seamless mobile adoption

Since Insite works on existing smartphones and tablets, site teams could start using it immediately, without additional hardware. The app's simplicity allows all team members to log information easily, regardless of their technical experience.

Ready to save time and money across your projects?

[Book a demo](#)

