



How Broxap Streamlined Site Documentation and Communication with Insite



Clearer installation packs

Project documents are now digital, consistent, and easy for multiple users to access and update.

Faster reporting

All documents are stored in one place, making report generation quicker and reducing admin effort by about half.

Instant site-to-office communication

Updates and issues can be shared in real time via the app, replacing previous email and WhatsApp workflows.

Company size

5-50 employees

Industry

Street Furniture / Construction

About

Broxap is a family-owned business founded in 1946, specialising in the design and manufacture of street furniture, shelters, playground and outdoor gym equipment, and design & build projects. The company's project coordinators manage site installations, ensuring all RAMS documents, inductions, and sign-offs are in place before and after site attendance.



broxap[®]
street furniture



“The installation packs are now clearer for users as each project format is replicated and can be used and added to by multiple users. This allows for any site issues to be easily communicated from the site to the office and vice versa.”

Debbie Conlon

Broxap Project Coordinator



Before adopting Insite, Broxap's process relied on paper-based templates and email communication with subcontractors. Site photos were only visible on company mobile phones, and most communication occurred via WhatsApp. This created fragmented workflows, made tracking site issues difficult, and slowed reporting back to the office.

That's when they implemented Insite.

With Insite, site updates, documents, and communications are captured directly in the app, allowing project information to be recorded in real time. Reports can now be generated quickly, and office teams can manage documents centrally. This has improved accuracy and consistency while reducing the administrative burden of manually assembling project packs. The platform also allows multiple users to work on the same project packs, making it easier to coordinate across teams and ensuring that any site issues are addressed promptly.

The ability to generate reports from project folders in one central location means that office teams have greater control over documentation, can access all files immediately, and can respond faster to queries from the site. According to Debbie, this has effectively halved the time previously required to prepare installation packs. The platform's mobile-first interface also allows operatives to upload updates, prioritise incidents, and track progress visually, keeping the workflow efficient and connected between site and office.

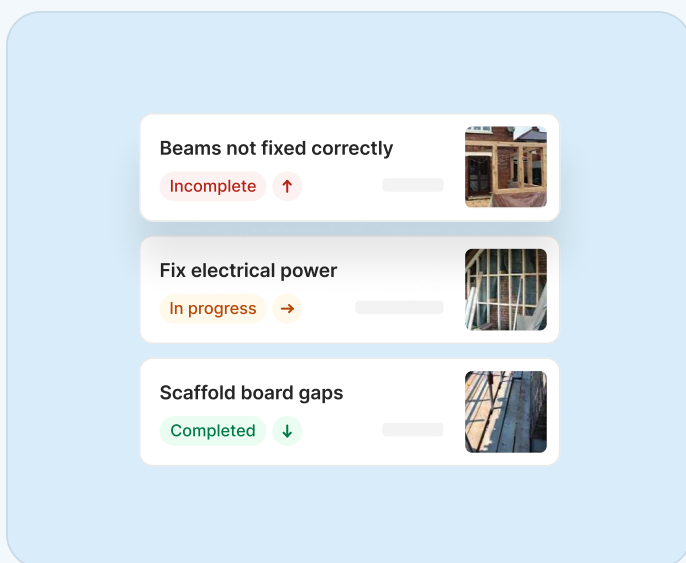
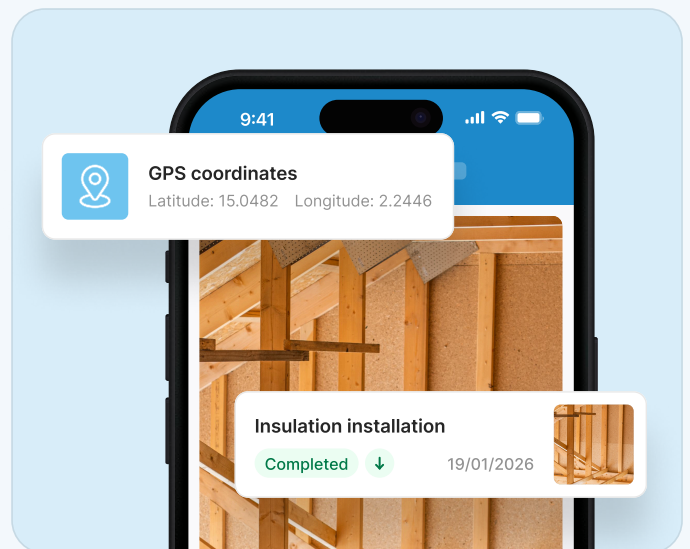


How Insite transformed workflows at Broxap

Broxap has moved from paper-based and fragmented processes to a centralised digital workflow, giving the team real-time visibility over site activities and improving coordination.

Digital site updates

Site operatives can log updates and submit documents via the Insite app, so office teams can see progress immediately without waiting for paper forms or WhatsApp messages.

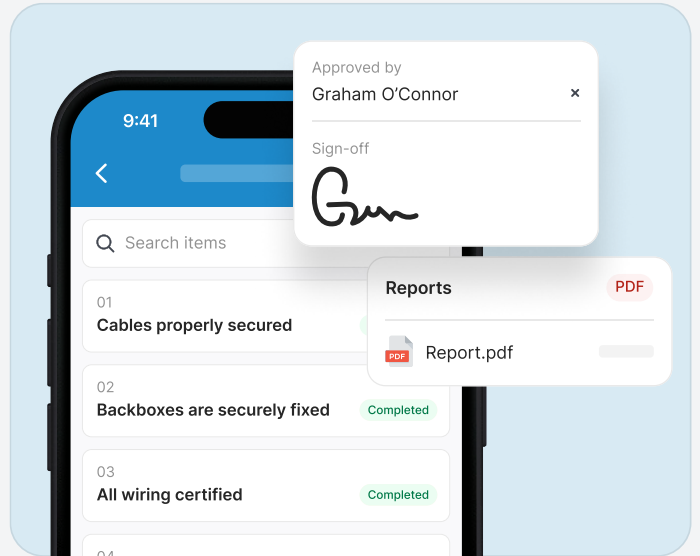


Single communication stream

All instructions, updates, and site issues flow through Insite, allowing site teams to access and respond from their phones without returning to the office. This has simplified communication and reduced delays.

Faster report generation

Documents stored in project-specific folders can be used to generate reports instantly, giving office teams quick access to consolidated project information and better oversight of ongoing installations.



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

Because the app works on existing smartphones and tablets, site operatives could start using it immediately. The interface is intuitive for users of all technical levels, making digital adoption smooth from day one.

Ready to save time and money across your projects?

[Book a demo](#)

