

How MPACT Group Ditched Paper-Based Processes and Transformed Project Collaboration with Insite



Consistent documentation across every project

Standardised reports and presentations across all project managers and clients.

Real-time collaboration between all stakeholders

One system for site teams, design teams, and clients, replacing fragmented email chains.

Faster snagging and issue resolution

From manual spreadsheet prep to site-generated PDF reports in minutes.

Company size

51–200 employees

Industry

Construction

About

MPACT Group is a construction, refurbishment, and fit-out contractor operating primarily in Scotland and across the UK, delivering capital projects for private clients and public sector frameworks for organisations including DWP, the Home Office, and the Scottish Government.



“Insite has improved our systems and processes and brought us up to a new standard, away from traditional paper-based processes, and keeping with the times.”

Sean Coleman

Operations Manager, MPACT Group



MPACT Group delivers construction, refurbishment, and fit-out projects across Scotland and the wider UK, serving both private clients and public sector bodies. As Operations Manager, Sean Michael Coleman is responsible for project delivery, operations, and the implementation of management systems and processes across the business.

Before adopting Insite, MPACT Group relied on email-based communication, paper site files, and manual documentation processes. Snagging reports were particularly time-consuming; site teams would photograph issues on site, return to the office, manually upload images to spreadsheets, resize them, and format everything before sending. With multiple project managers working across different clients, documentation varied in style and presentation, making it difficult to maintain consistency at a business level.

As the business looked to modernise, Sean and the team went to market to find a digital solution that would actually work for site teams. That's when they found Insite.

With Insite, MPACT Group's teams can now capture information, raise RFIs, submit technical documents, and log issues directly from the site in real time. Rather than pulling together emails and documents from multiple sources, everything moves through a single system visible to site teams, design teams, and clients simultaneously.

The snagging process has been transformed. Where teams once spent hours back at the office compiling photo reports, they can now walk a site with a client, log snags directly in the app, assign responsibility on the spot, and generate a professional PDF report in a few taps. Each task can be closed out, signed off, and tracked through to completion within the platform.

Consistency has also improved across the business. Project managers working for the same client on different jobs now produce documentation to the same standard and presentation, strengthening MPACT Group's professional reputation and making it easier for clients to work across their teams.

Because external stakeholders can be added to the platform without additional cost, client uptake has been strong. One client, having experienced Insite through working with MPACT Group, has since moved towards adopting the platform across their own business.

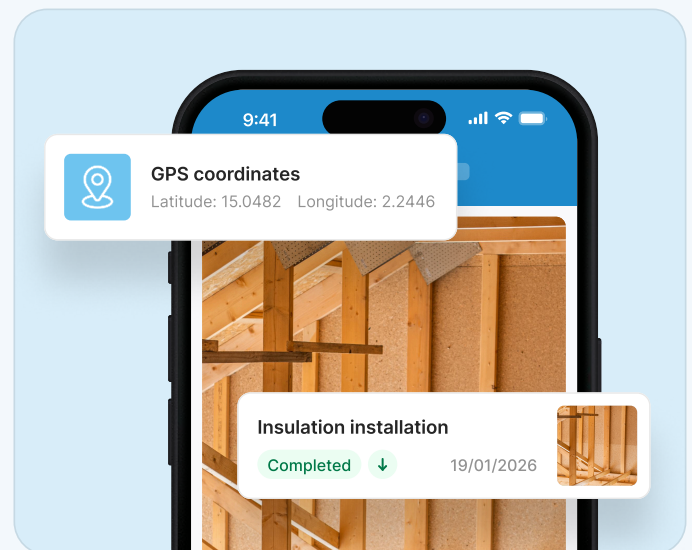


How Insite helped MPACT Group improve project delivery and collaboration

Insite has helped MPACT Group replace fragmented, manual processes with a single digital system that works for everyone involved in a project.

Replacing paper-based processes with real-time digital workflows

MPACT Group moved away from manual site files, email chains, and spreadsheet-based reports. Teams now capture information on site, assign tasks, and generate reports instantly significantly reducing the time spent preparing documentation away from site.



This is now fixed, please see attached photo.

 Metal_framework.jpg



Peter Adams

Reject

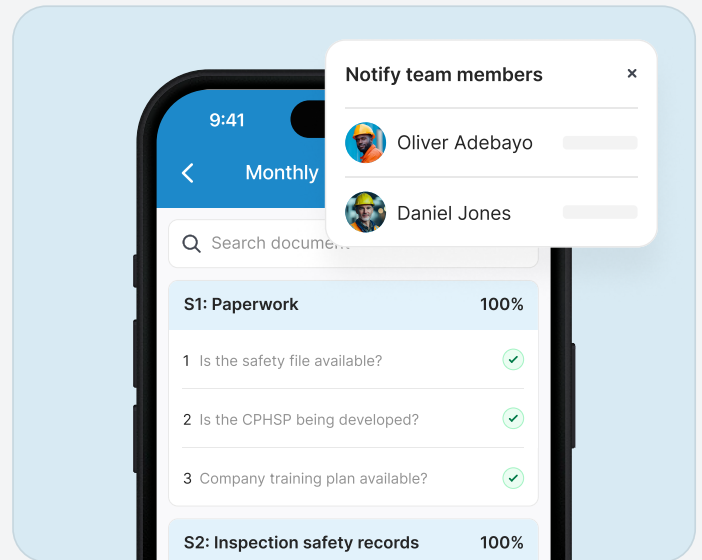
Approve

Centralised collaboration for all project stakeholders

RFIs, technical submittals, change requests, and snagging lists are all managed within Insite, giving every stakeholder internal teams, subcontractors, design teams, and clients a single, up-to-date view of each project. This eliminates delays from email-based back-and-forth and ensures nothing gets missed.

Consistent documentation across the business

With all teams working within the same platform, MPACT Group now produces standardised reports and documents across every project and client. This consistency has strengthened the company's professional output and helped build client confidence.



User	Permission
☒  Ryan Coleman	Full access
☐  Grace Davis	Read only
☐  Samuel Johnson	Limited
☐  Tristan Webb	Limited

Easy-to-use for all skill levels

Insite's simplicity was a key factor for MPACT Group. Site teams, subcontractors, and client stakeholders of varying technical experience can navigate the platform easily, upload information, manage RFIs, and track tasks from mobile devices without extra training or hardware. External stakeholders can contribute seamlessly, and adoption across the business has been strong from day one.

Ready to save time and money across your projects?

[Book a demo](#)

