

## Case Study

### GVA

**"The flexibility we have with Dynamic Forms is just what we needed - much better than the original paper format."**

Chris Brown, Business Analyst, GVA

## Dynamic Forms shrinks the distance between multiple local offices in an instant

GVA (formerly GVA Grimley) are leading property consultants providing a comprehensive range of property solutions to UK and international owners, occupiers, investors, lenders and developers. They are proud of their 200 year heritage.

With one of the strongest regional networks in the property sector, GVA provide a national outlook combined with a local service delivery. The organisation are entirely client focused and always aim for "right first time".

GVA's services span all sectors and the entire property cycle, and their ambition is to help shape tomorrow's world.

**"We've been really pleased with the way our team have taken to the new process - it's really user friendly - plenty of positive feedback."**

Chris Brown, GVA

#### BUSINESS SITUATION

With an organisation that is both geographically and functionally **diverse**, GVA realised that they needed to **rationalise** the way they were collecting and handling survey data.

Paper forms were time consuming and at **risk** from loss, damage or incorrect completion, and were also considered costly to produce.

#### THE SOLUTION

The answer to GVA's problems came as a result of a phone call with one of igroup's Dynamic Forms technical team.

The subsequent meeting clearly demonstrated just how well Dynamic Forms would **benefit** GVA - it met all their requirements, and in particular it was flexible and easy to use, and included features such as GPS capability and photo and signature capture.

#### THE BENEFITS

The **risks** inherent in paper forms have been **eliminated** along with the associated costs of printing and processing, whilst at the same time, forms can be easily modified to suit the wide range of different data recorded.

Access to inspection data and **reports** is now **available instantly** ensuring that GVA continue to provide the best possible service to their customers.

*"Dynamic Forms converts any paper template to electronic format and allows mobile workers to provide instant feedback on inspections, surveys or any other field-based activity."*

Phone Jane on 0845 838 2184 for more information



#### Business Benefits

- instant access to inspection data and reports
- elimination of risk of data being lost or damaged
- GPS and photo capture functions provide better information
- forms are easily adapted and changed without any specialist knowledge
- time spent on processing forms is greatly reduced
- reassurance that all local offices are using the same version of each document provided
- back-office staff have more time to spend on added-value tasks throughout the business
- Dynamic Forms benefits from scalability, and can grow with the organisation

## THE NEED

GVA realised that they **needed to improve** their data collection methods for surveys and reporting. The decision to move to electronic data capture seemed to be the most sensible.

The existing process was **time consuming** and prone to loss and error. Major factors considered during the decision making process were the ease with which the electronic system could be set up and used, its flexibility and whether it could be used on hand-held devices.

***"We have noticed a real improvement in the quality of data reported, and the time in which reports are produced."***

*Chris Brown, GVA*

## ACTION TAKEN

Initial discussions with igroup gave GVA the confidence to embark on an extended pilot programme. It was agreed that Dynamic Forms would be deployed by a small team whose main task was to **identify benefits** to the organisation, and areas where further development would be helpful.

Using Dynamic Forms in a real-life situation was definitely the best way for GVA to assess the product. They received lots of **positive feedback** from the users who thought it was "great, very user friendly". The organisation has also seen time savings achieved, especially in terms of back-office and reporting.

Ongoing discussions with igroup have enabled GVA to provide specifications for changes which would ensure that deployment could be rolled out across the entire organisation, **increasing the efficiencies and savings** already identified.

The pilot has proved that Dynamic Forms will do the job.

***"We know how important it is to listen to our customers and take their requirements into account when developing Dynamic Forms."***

*Steve Rastall, Managing Director, igroup*

## THE END RESULT

Now that future needs and requirements have been identified, GVA are eagerly awaiting the updates which will allow them to utilise Dynamic Forms fully.

Thanks to plenty of clear and positive feedback, the organisation have already been able to demonstrate that users can easily adapt to the new process.

Being able to create and amend forms quickly, easily and for themselves has proved to be a real benefit. Not having to rely on an external contact has made everything much simpler.

Because of the time spent assessing and reviewing Dynamic Forms, GVA are also reassured that deployment across the whole organisation should be straightforward and provide the results they have been looking for.

## Customer Overview

**Customer:** GVA

**Current turnover:**  
£129.5 million

**Industry:** Property consultants, spanning all sectors

**Employees:** Over 1100 staff are employed across 12 UK offices

## Customer profile:

GVA are currently the seventh largest property consultancy in the UK, with a national structure and network of 12 offices.

The company has recently undergone a major rebrand launch as part of their drive to become one of the top five UK property consultants.

GVA has five company values: clients first; trust; pride; innovation; and growth. Together these are considered to be the "The GVA Way".

A 200 year heritage has given GVA stability and resourcefulness and enables them to bring a vital insight to customers' challenges, and creativity to solve them.

***"Now that we've proved just what Dynamic Forms can do for us, we are ready for the next stage."***

*Chris Brown, GVA*