

Business Value Case Study of WRENCH Enterprise Deployment at Khatib & Alami: Integrated I.T. infrastructure across multiple design centers.

Sponsored by: WRENCH Solutions
August 2007



OVERVIEW

Customer: Khatib & Alami, UAE

Industry: Architecture
Engineering and Infrastructure
projects.

Business Need: To manage
projects and project information
across multiple locations.

Solution: WRENCH Enterprise.

Benefits: Online data sharing/
exchange between all projects
shareholders, real-time project
monitoring across locations and
time-zones, 100% data security,
quality process enforced
automatically, design cycle time
reduced by 40%.

INTRODUCTION

Khatib & Alami (K&A) is one of the biggest architectural engineering and project management companies in the middle east region. In recent years, K&A has earned a reputation for building some of the largest and most unique buildings in the world, including the very prestigious Jeballi Airport (one of the largest cargo airports), the third and fourth tallest towers, and many more.

K&A is a true 'global' project management company, with offices

Jordan, Palestine, Syria, Iraq, Algeria, Egypt, Morocco, Libya, Tunisia, Sudan, Kazakhstan, Tajikistan, Turkmenistan, Belgium and USA.

K&A undertakes projects in the field of infrastructure, district and city waste management system, transportation (roads, bridges, airports), oil and gas engineering in collaboration with ARAMCO (Saudi Arabia), and GIS.

“For the past 15 years, we have been looking for a solution that could monitor our projects, ensure compliance, manage engineering and other data and keep all project stake holders on the same page. WRENCH was the only solution that offered all the above”.

Mr. Ala Hasooun Head – IT department, Khatib & Alami

in Lebanon, Saudi Arabia, United Arab Emirates, Sultanate of Oman, State of Qatar, State of Kuwait, Kingdom of Bahrain, Yemen,

K&A has greatly expanded its operations over the past few years, and today has a very strong presence all over South East Asia.

BACKGROUND

In recent years, the middle-east has become the world's largest construction market. Multi-billion dollar investments have flooded in to develop cutting-edge infrastructure and futuristic architecture, which in turn has resulted in the rapid growth of EPC and turnkey projects companies like Khatib & Alami, who design and construct mega-projects for international clients.

Apart from having a reputation for turning out architectural marvels, K&A is also known for its ability to complete projects on time – a much-valued ability in this time-driven market. In fact, due to this, K&A today has the distinction of being the 'preferred company' of its international clientele.

THE SITUATION

Competition = Deadlines vs. quality.

The construction boom brought in large multinational firms (from USA, UK, China, Korea, Japan) who set up shop locally and began bidding aggressively for projects. This intensified the competition and encouraged clients to bargain for ever-shorter cycle times - but of course without compromising on quality or budget. Today, project completion time is the main differentiator while bidding for a project.

The 'time' factor: 'manual' working culture cause of major delays

K&A had set up large multi-disciplinary engineering and project management teams in several countries which could use local talent and thus provide faster service and on-the-ground support to local clients. However:

K&A's overall working methodology was manually driven and manually enforced, and therefore had many inherent problems and bottlenecks.

Example: K&A relied on on their 'document controllers' for sharing and updating files - that is, uploading and downloading files from a common FTP server. A manual and effort-intensive process, this was a very unreliable and unsatisfactory arrangement, especially for project managers who could not be sure of getting deliverables (from designers), could not easily trace the status of a deliverable – whether it was pending, and if pending, where in the system it was stuck, who was the concerned party and so on.

Bottom line: Lot of time wasted in manual followup, firefighting, double-checking etc.

Quality: how to monitor project deliverables and documentation?

Each deliverable goes through multiple departments before being approved.

Example: An architectural drawing goes to the 'checker' in the architecture department, then to the checker in the civil department, then to the structural department and only after being cleared by all three is it sent to the project manager. The project manager, if satisfied, submits it to the client (or municipality) for approval. A change/comment means the whole process is repeated again.

Bottom line: A typical project involves 500 to 700 documents/ drawings. K&A generally has around 50 projects running simultaneously – plus 100 'old' projects i.e. in different stages of lifecycle. Keeping track of this volume of tasks and activities manually was a VERY big challenge for the organization.

Summary:K&A's business growth was impeded by the lack of a system to manage each project's processes, documents, resources and information.

THE CHALLENGE

Project teams relied entirely on FTP, courier or email to communicate and share data. This system, or rather lack of a system, was extremely inefficient, resulting in large wastage of time and resources.

K&A was maintaining all its files and documents on a central server, which required a very high internet bandwidth. With the high cost of

