

Collaboration Technology Survey 2006

Survey



Findings

Presented to

NCCTP

June 2006

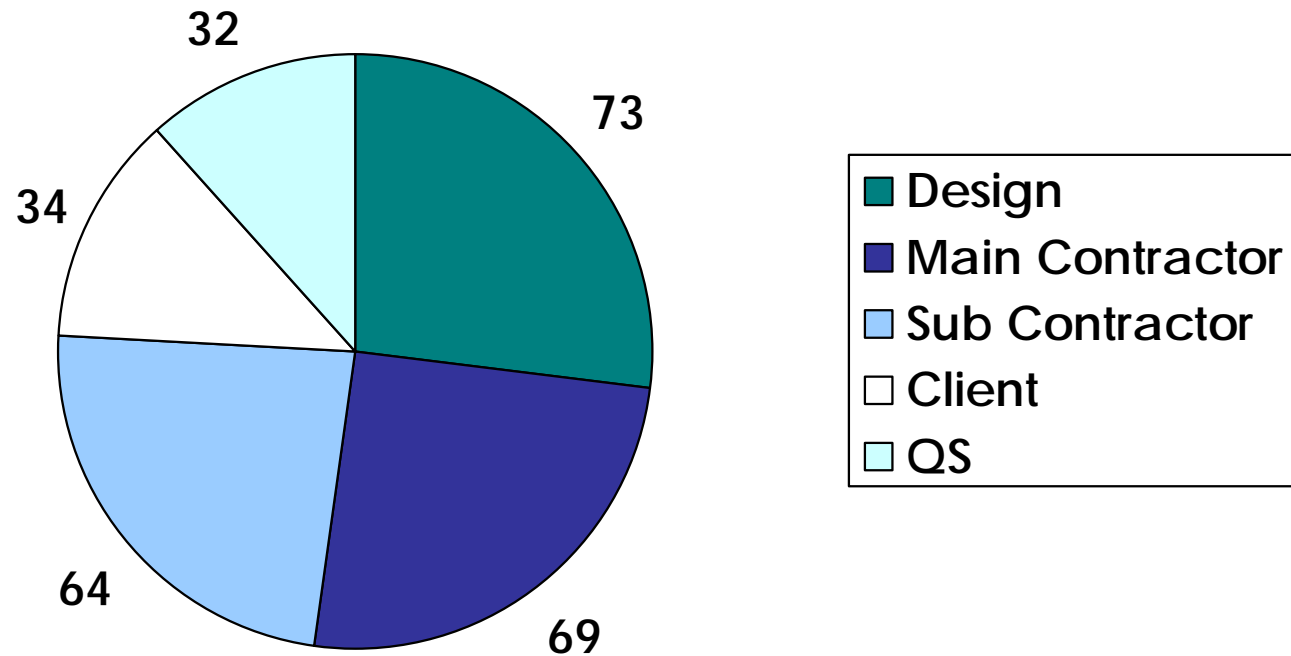
Objectives

- Measure the benefits delivered by Collaboration.
- Perspective of the users.
- Representative cross section of different users (not just selected case studies).
- Quantification of benefits that have previously been expressed only in anecdotal terms.

Methodology

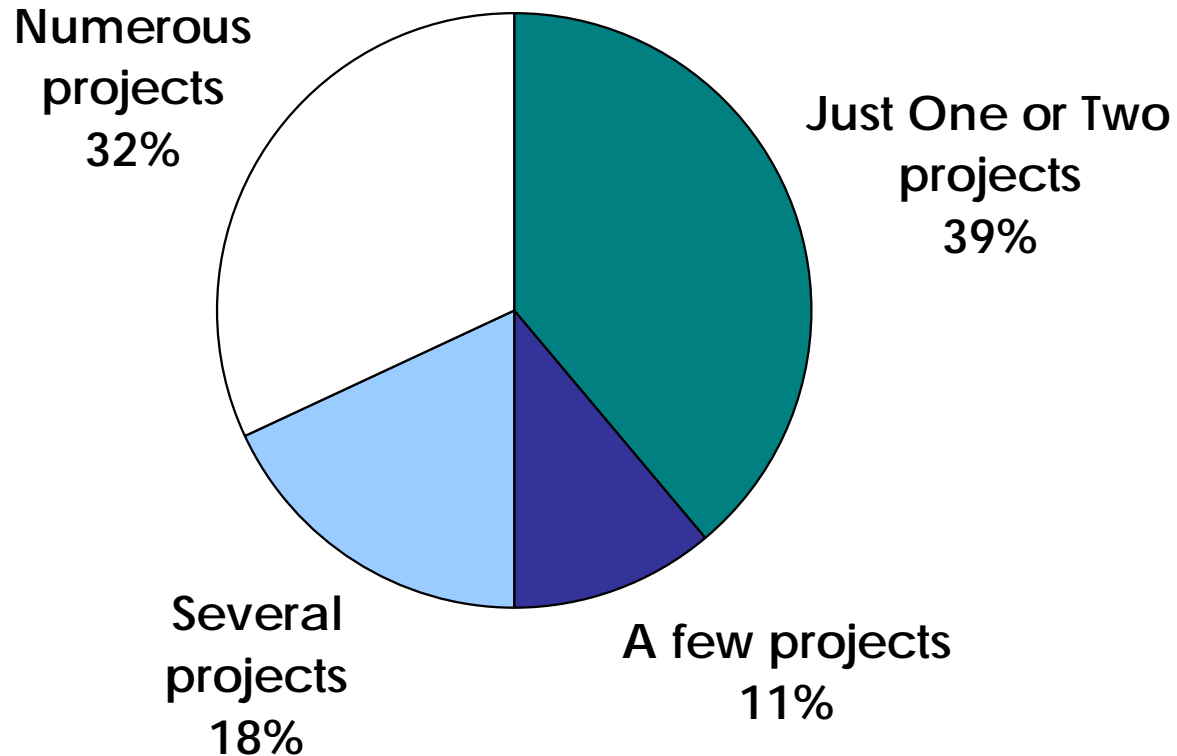
- Telephone interviews conducted in late April & May 2006.
- 272 interviews with a mixture of end users drawn from the customer lists of NCCTP members.
- Sample drawn from 195 organisations.
- 183 individuals were contacted but refused to participate. Making an overall response rate of 60%.

Breakdown of Completed Interviews...



Base: 272

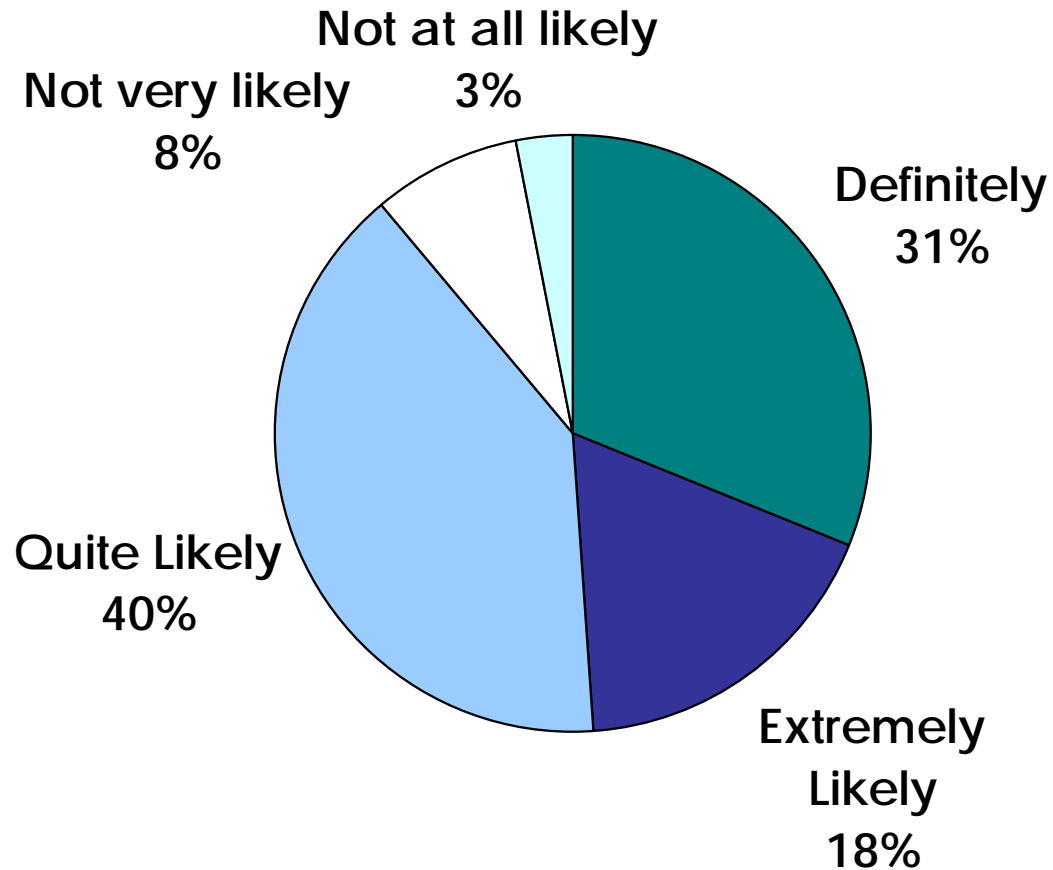
User Experience of Collaboration Technology...



Base: 272

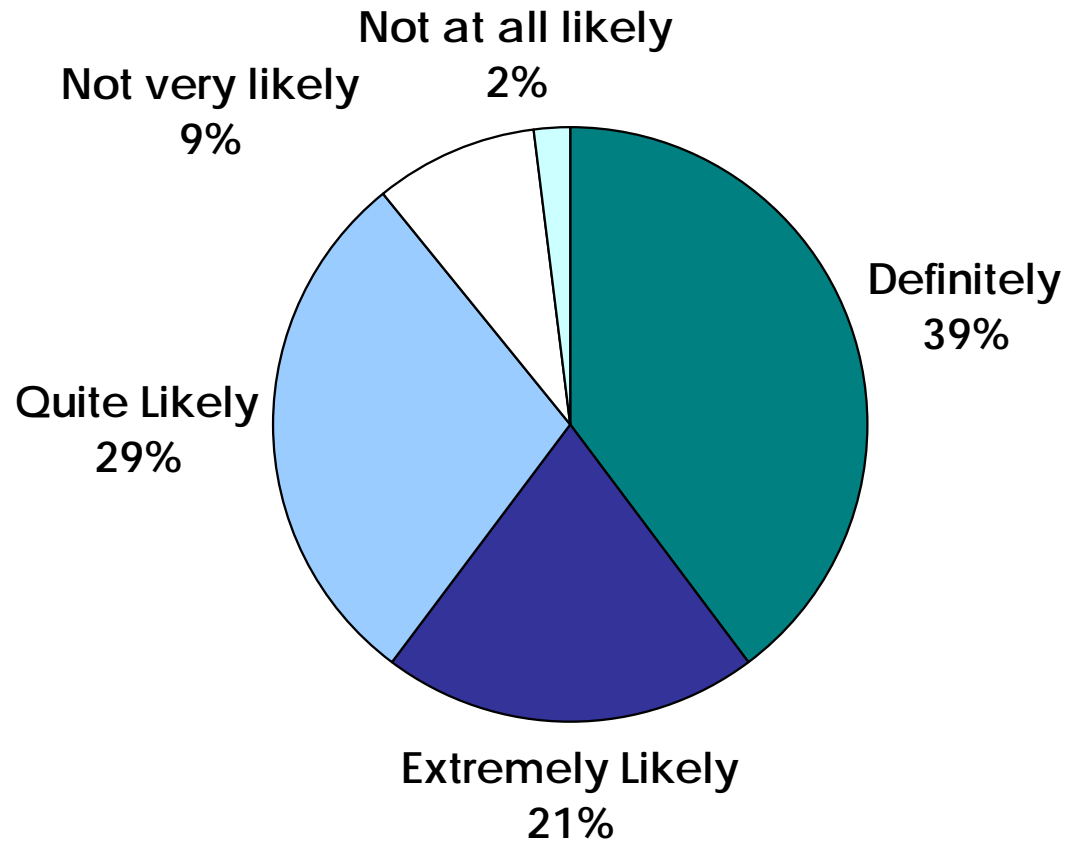
Depth of Commitment

Q2 Likelihood of Recommendation...



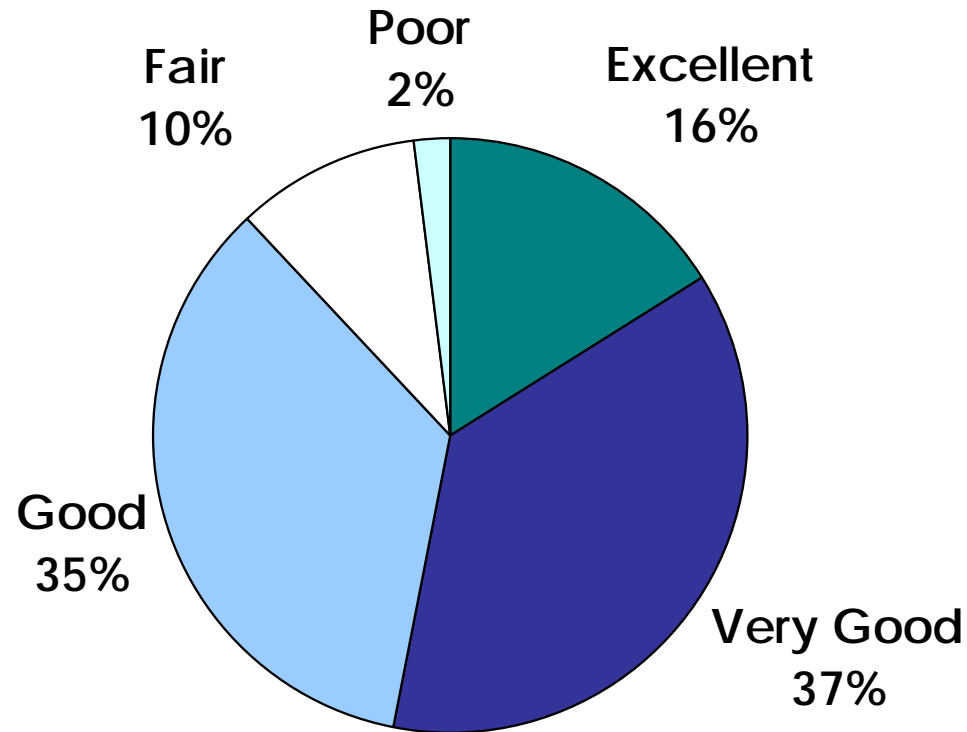
Base: 272

Q3 Likelihood of Using Again...



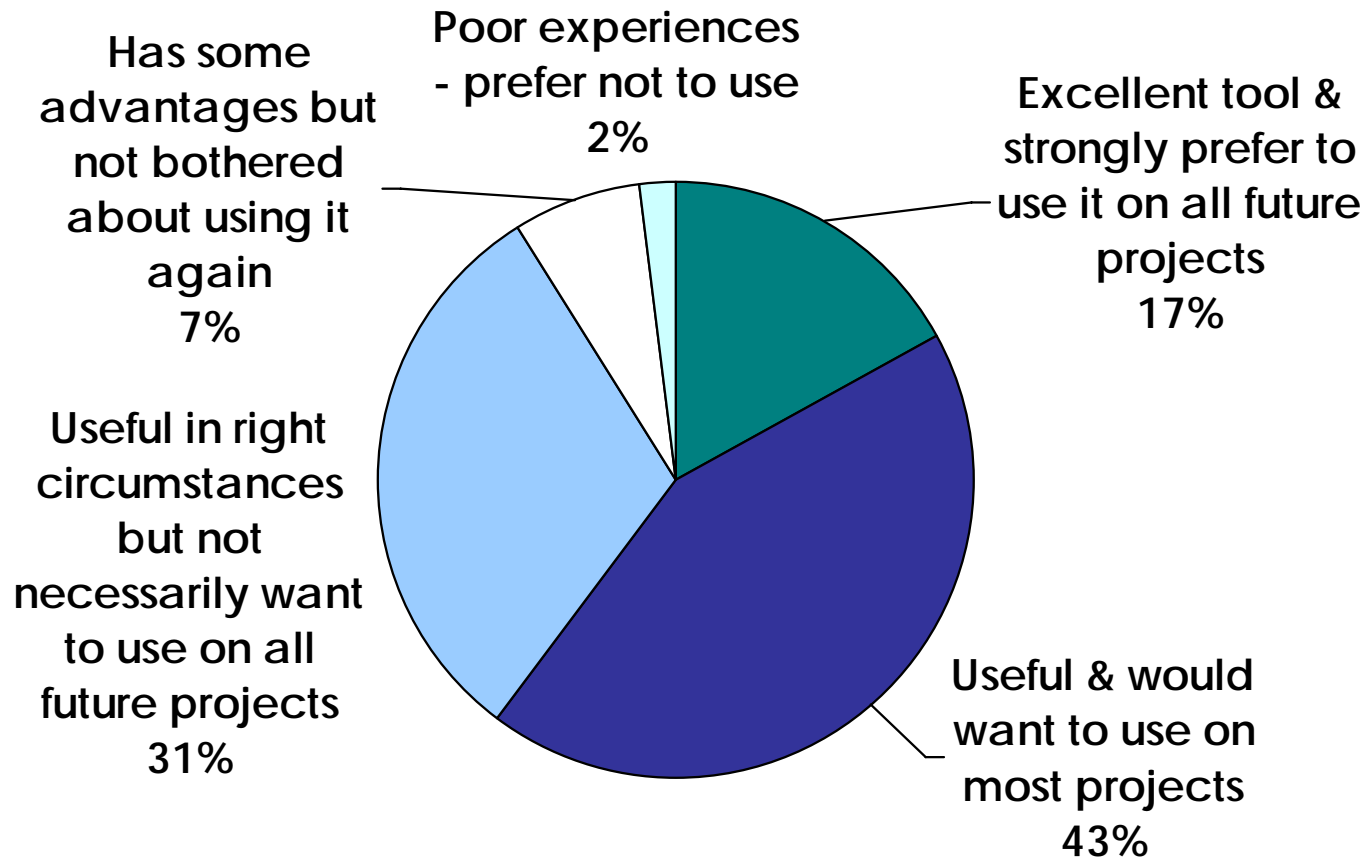
Base: 272

Q4 Perception of Overall Performance...



Base: 272

Q5 Stated Attitude to the Technology...

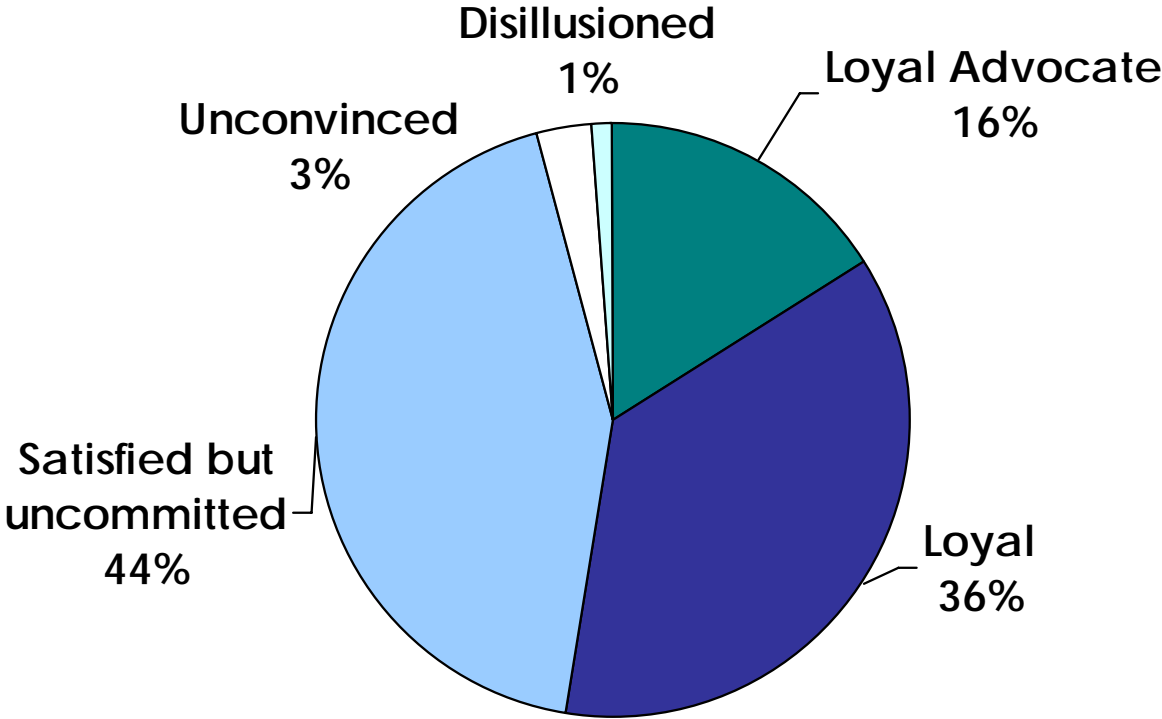


Base: 272

Depth of Commitment Analysis

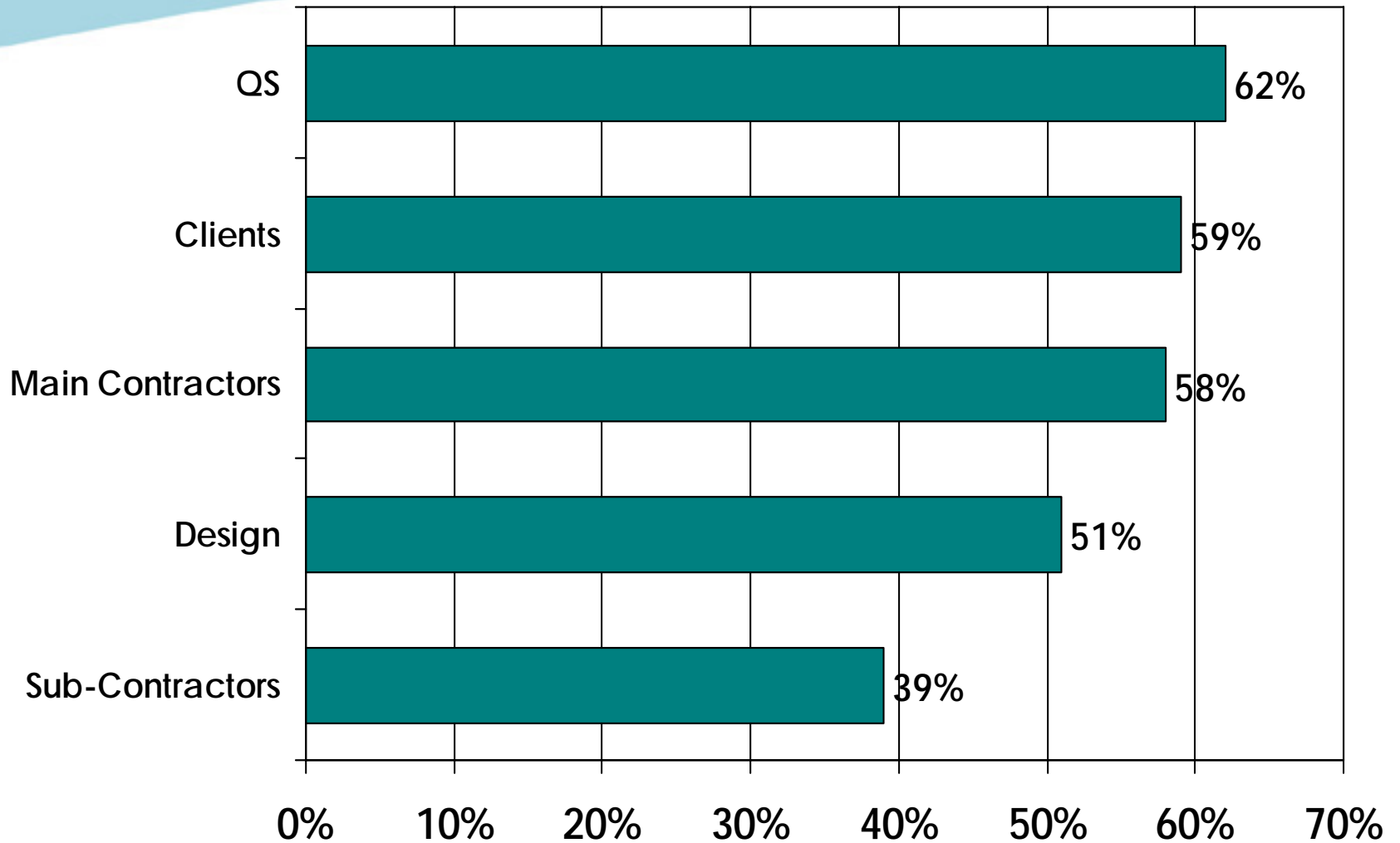
- Based on analysis of Q2 – Q5.
- Establishes overall commitment/loyalty...
 - **Loyal Advocate** – committed & evangeliser.
 - **Loyal** – strongly committed to using the technology in future.
 - **Satisfied but uncommitted** = happy & likely to re-use but not so committed that future use would be an automatic decision.
 - **Unconvinced** = unsure whether it is a good idea or not.
 - **Disillusioned** = unhappy experiences, would prefer not to use it again.

Depth of Commitment...



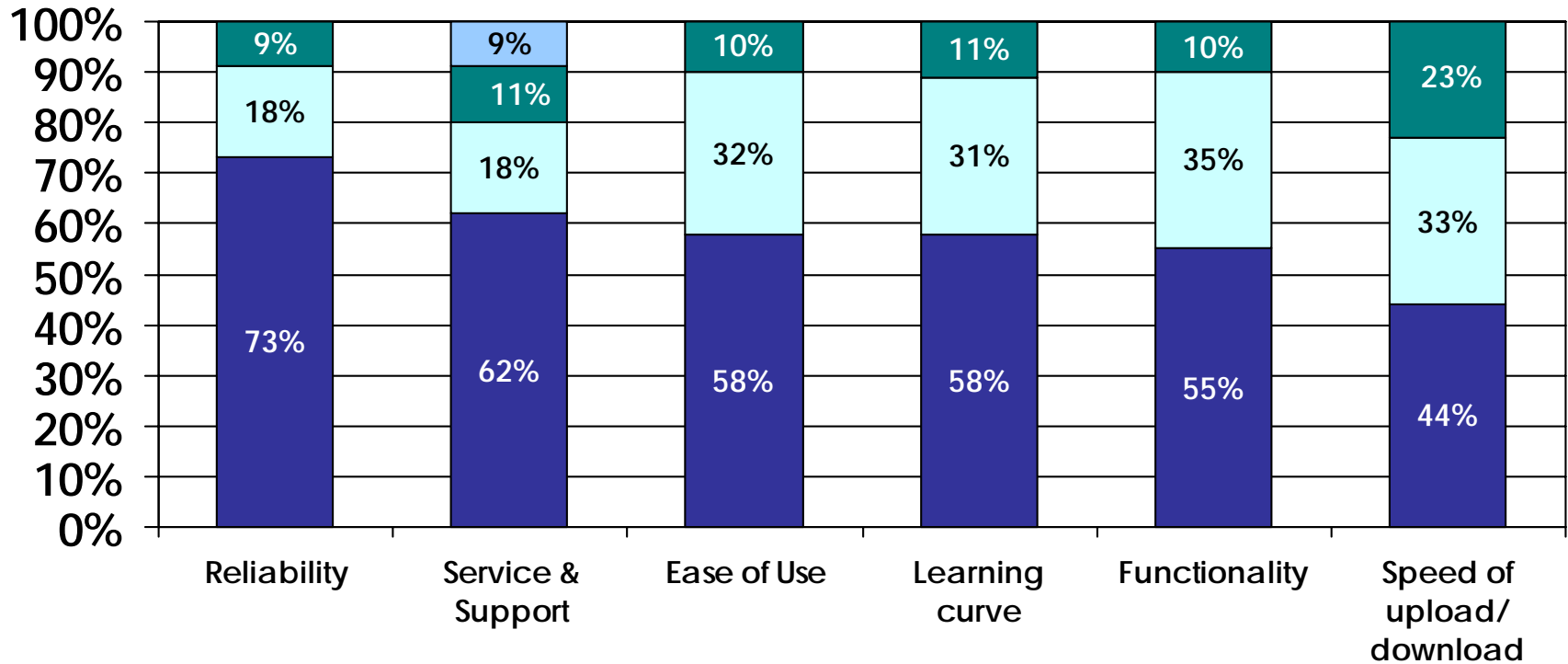
Base: 272

Proportion of Loyal/loyal advocates by type of respondent...



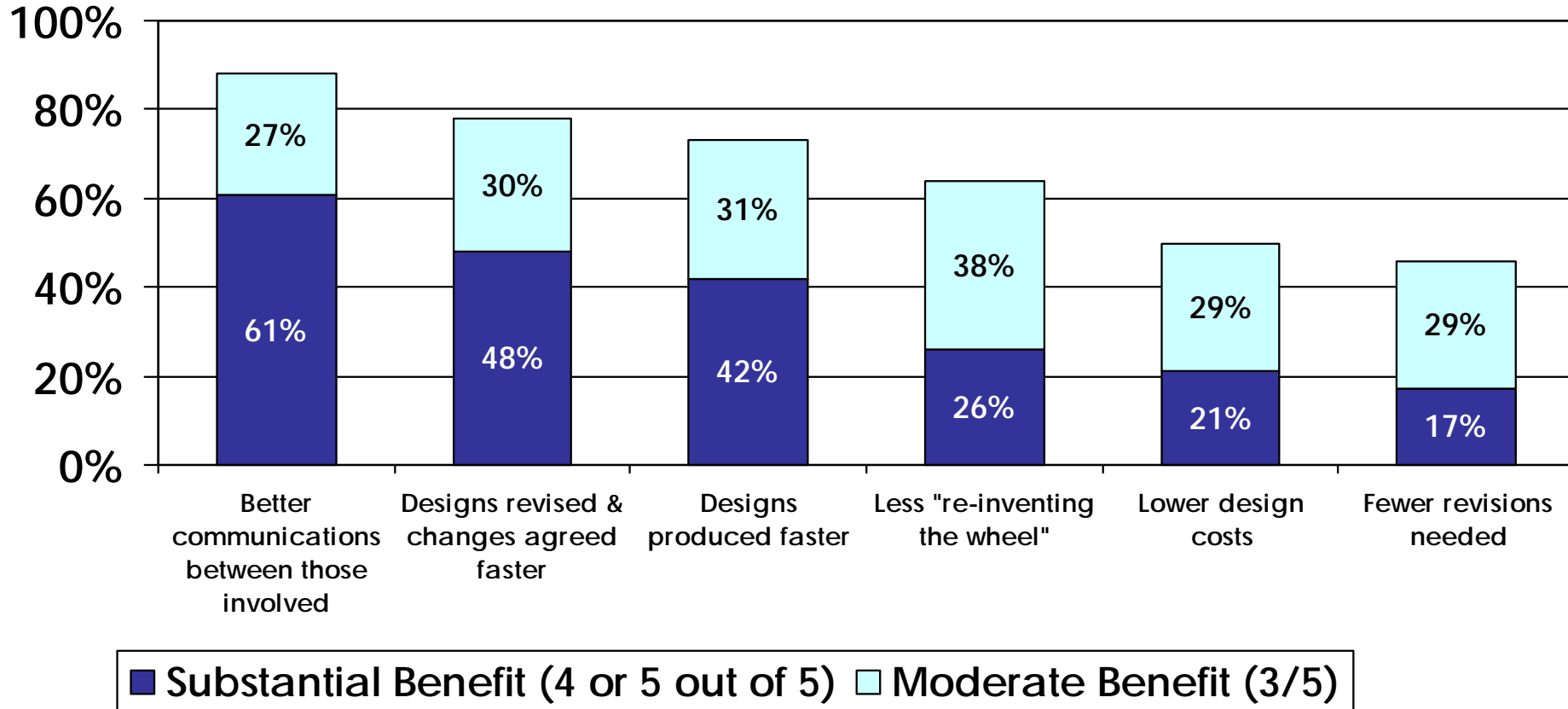
Satisfaction with the Technology

Q1 Satisfaction with the Technology itself...



Benefits Experienced in the Design Process

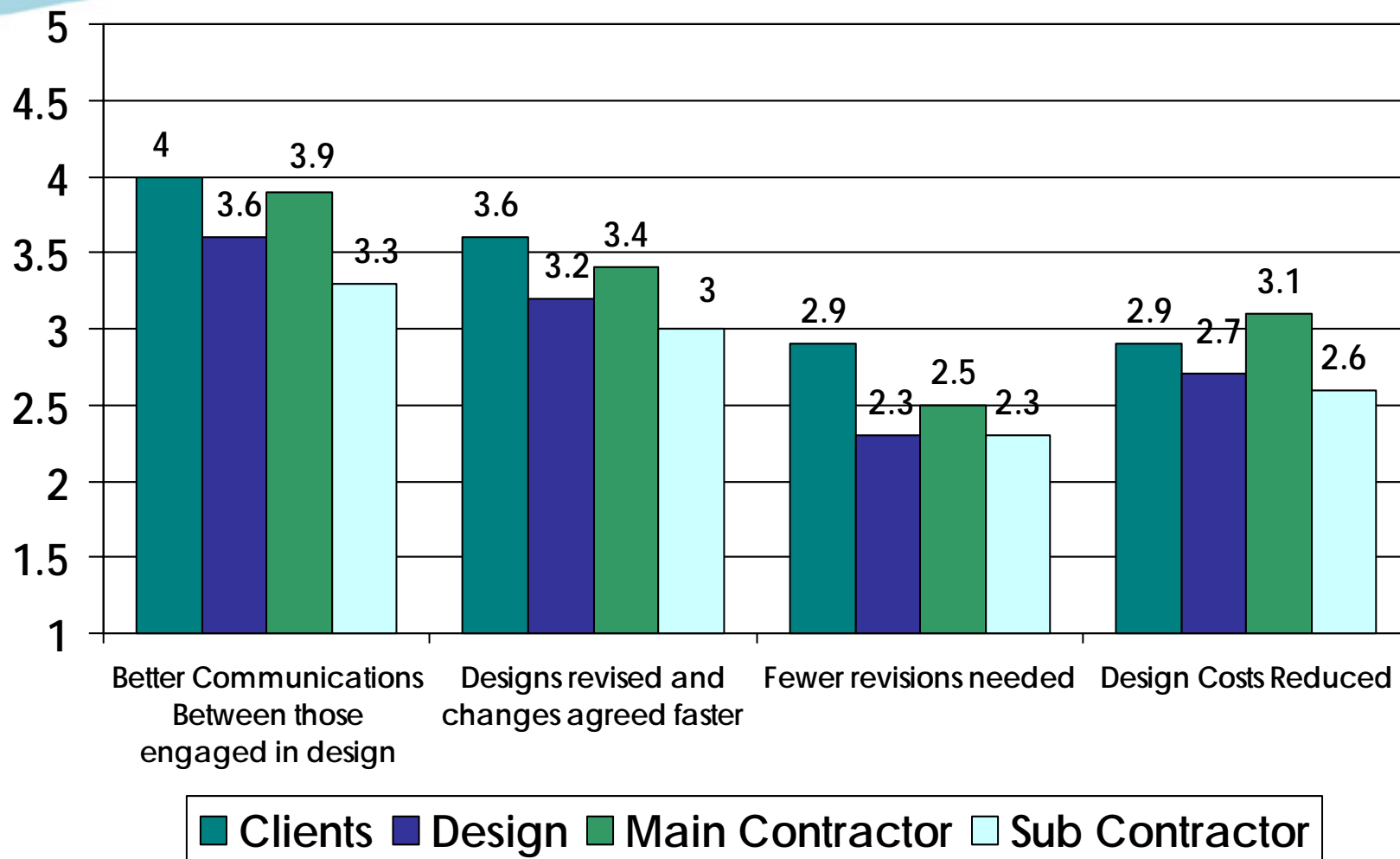
Q7 Key Benefits Associated Using Collaboration Technology in the design process...



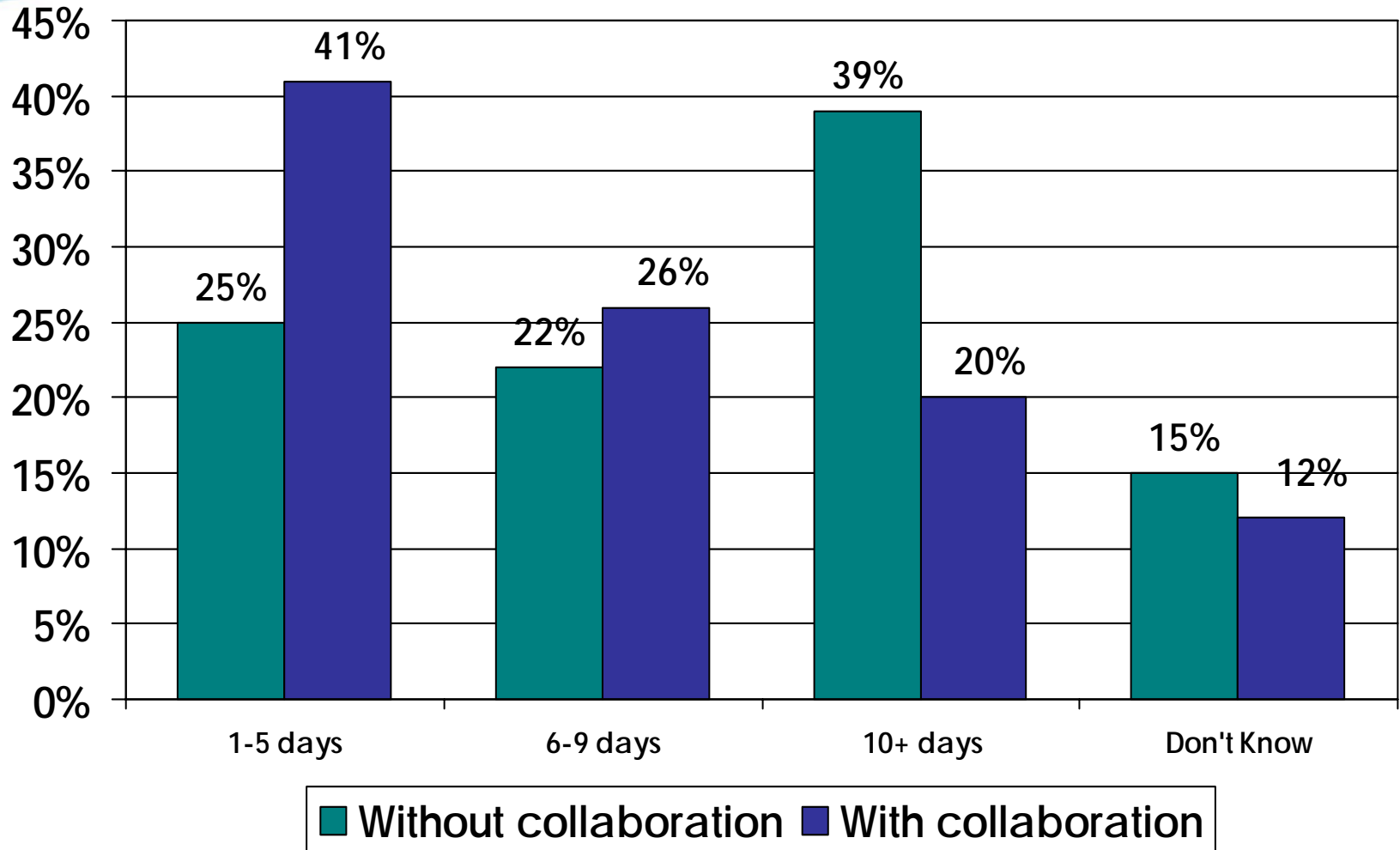
Base: 194 involved in design phase

Q7 – Key Differences in Perceived Benefits by Sector (showing average scores out of 5)

NB: Too few QS respondents to analyse

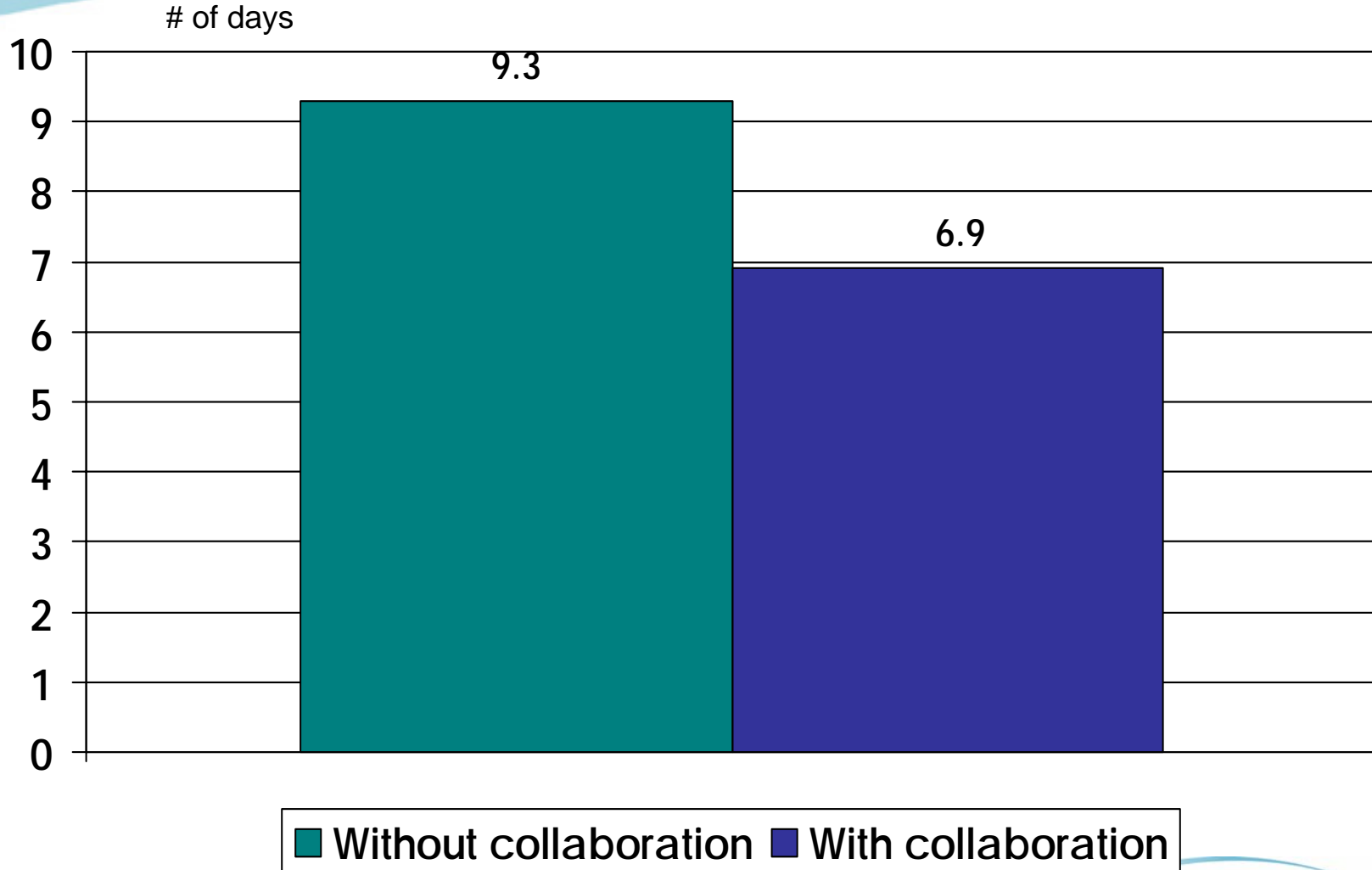


Q8a & b – Average Drawing Approval times with/without collaboration technology...



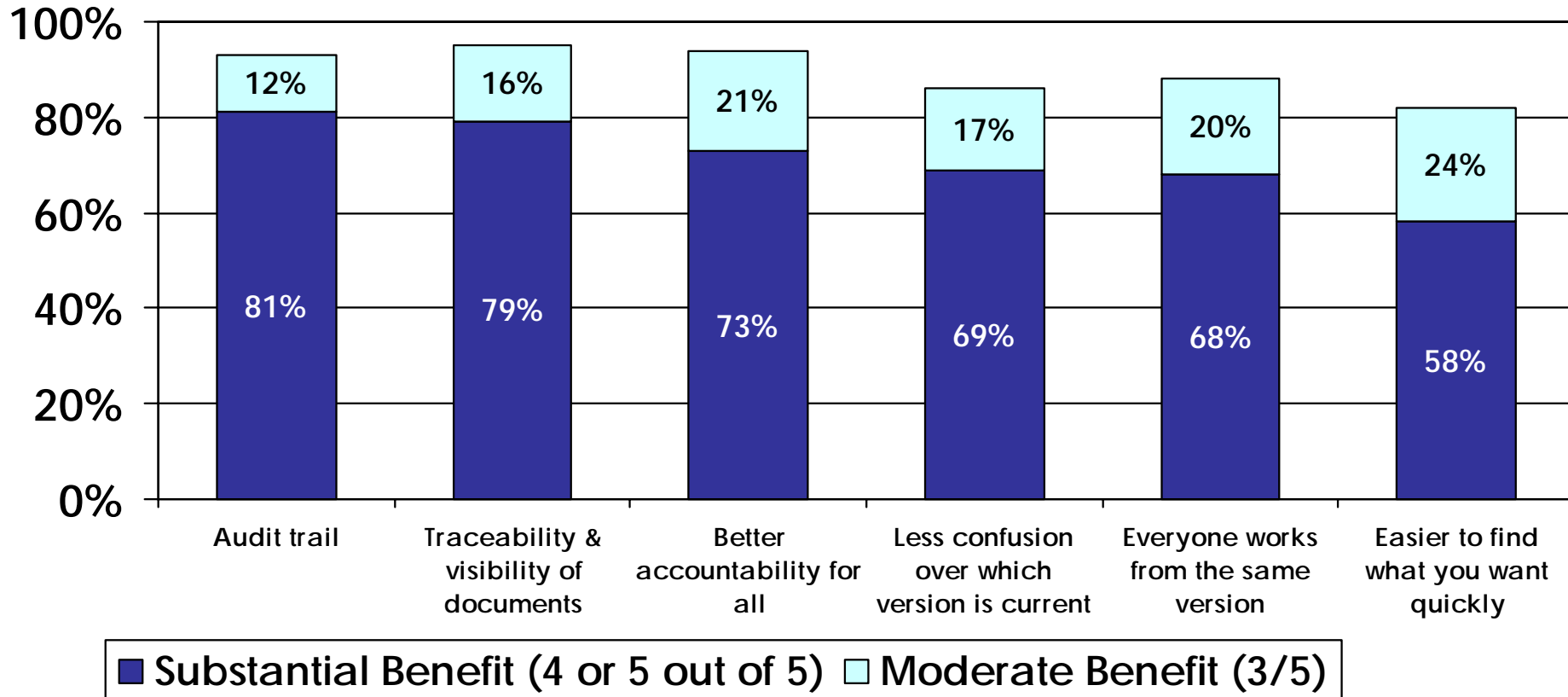
Q8a & b – Net Average Drawing Approval times with/without collaboration technology...

26% time saving on average overall

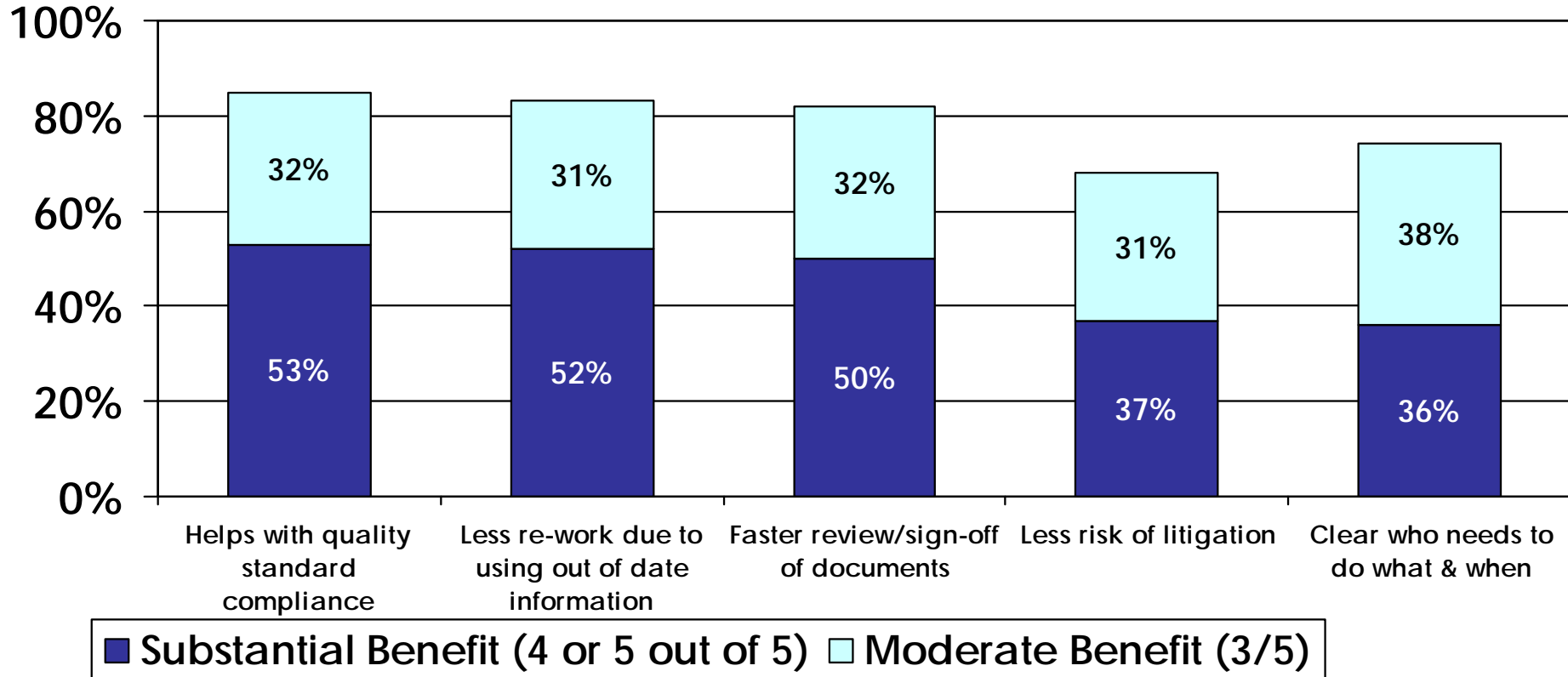


Benefits Experienced in terms of Traceability & Accountability

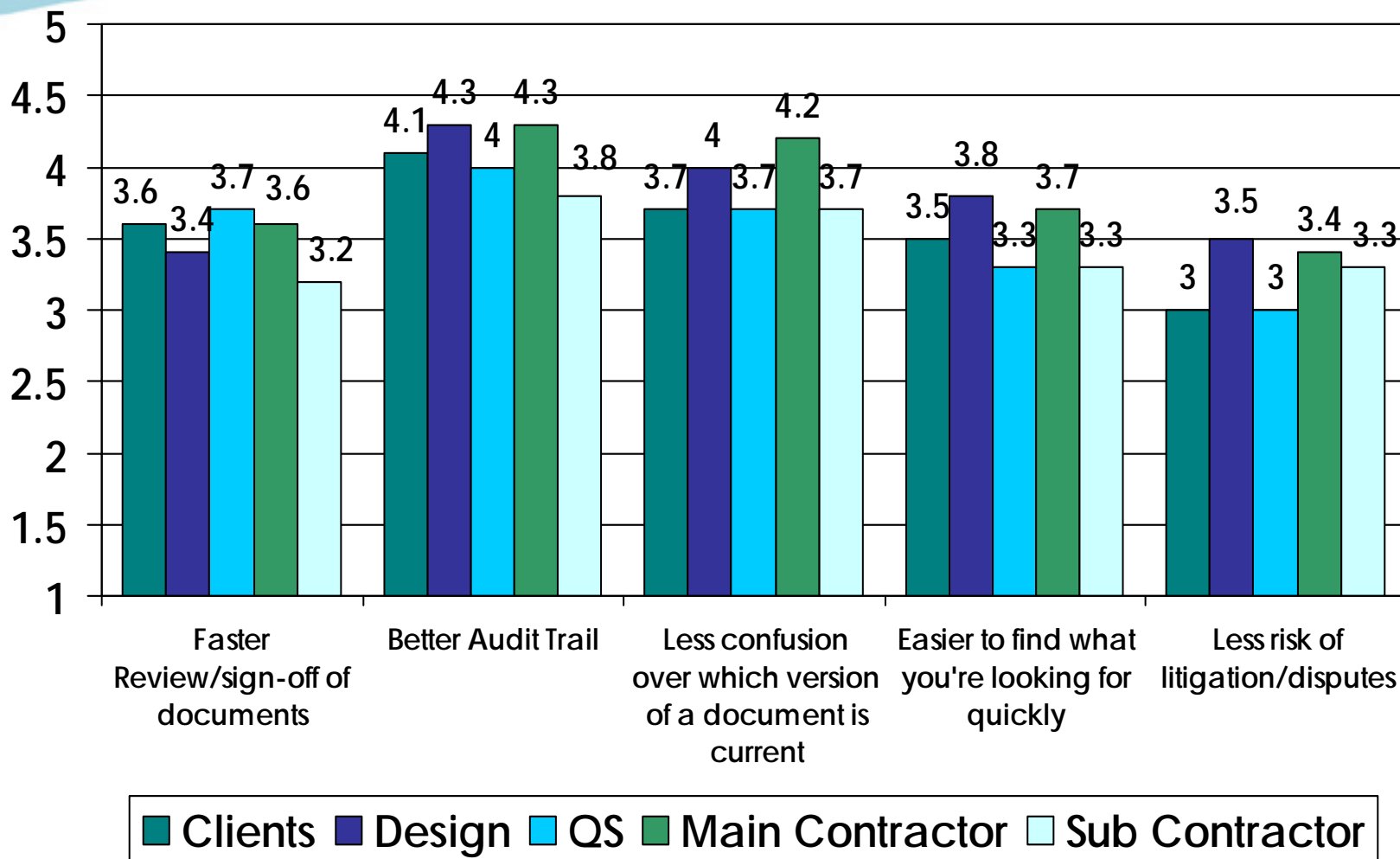
Q9 Benefits Experienced in terms of traceability and accountability...



Q9 Benefits Experienced in terms of traceability and accountability... (continued)...

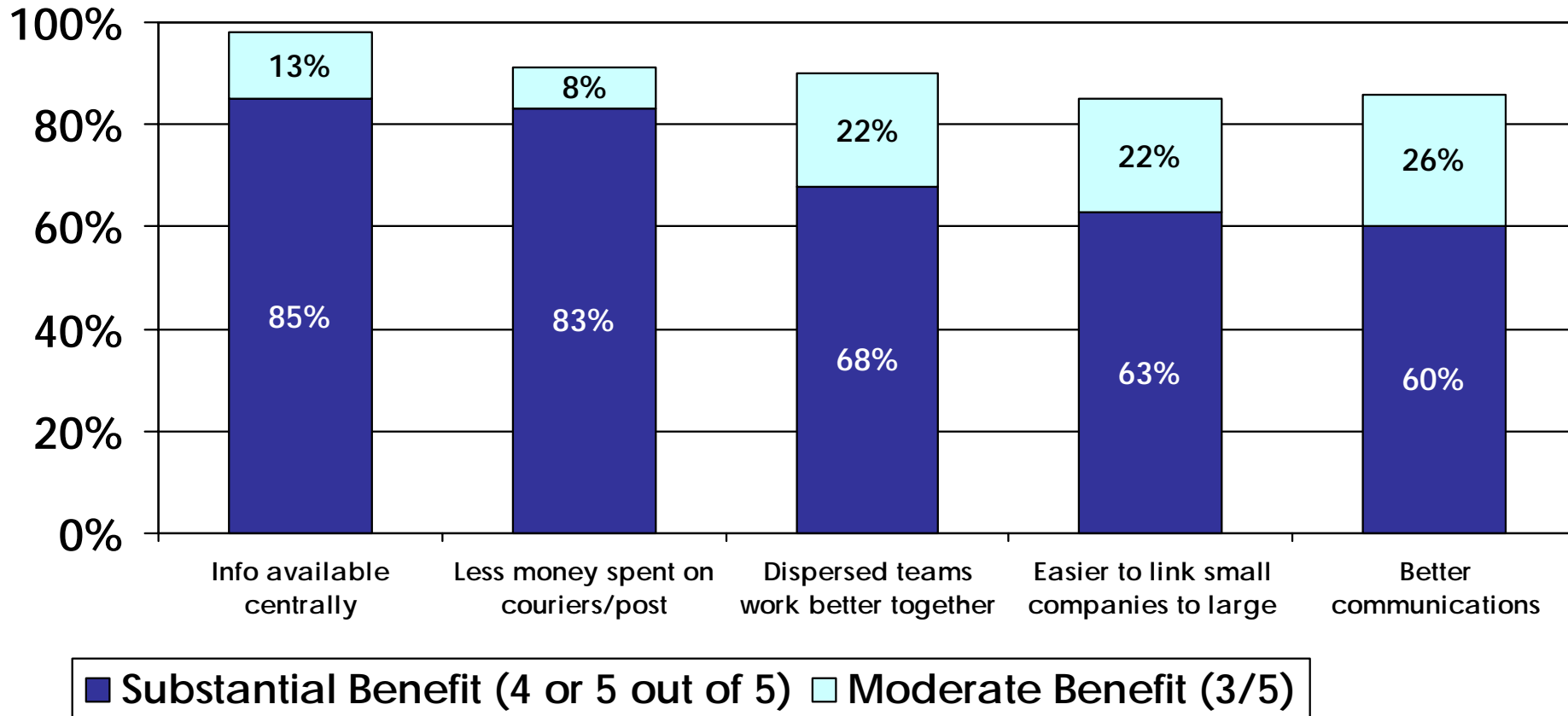


Q9 – Key Differences in Perceived Benefits by Sector (showing average scores out of 5)

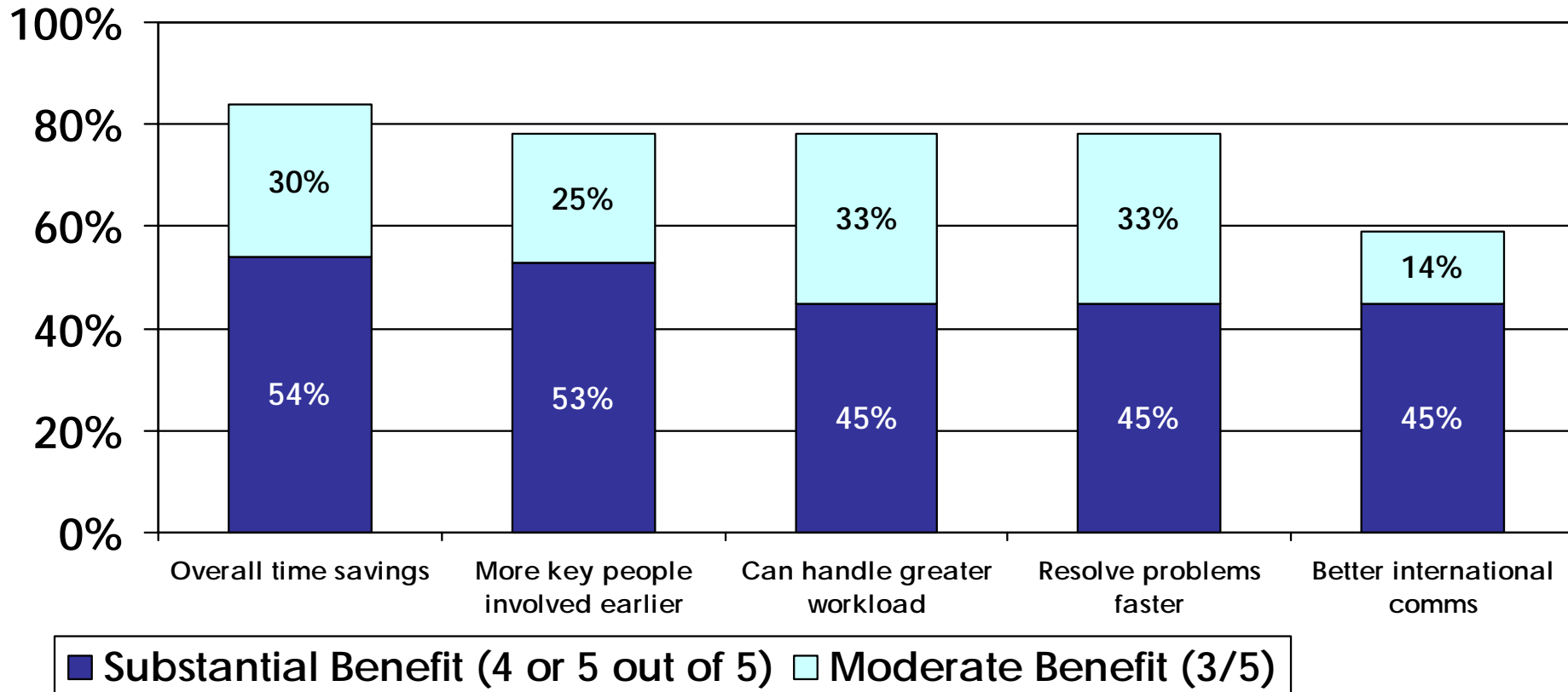


Benefits Experienced in terms of Project Management

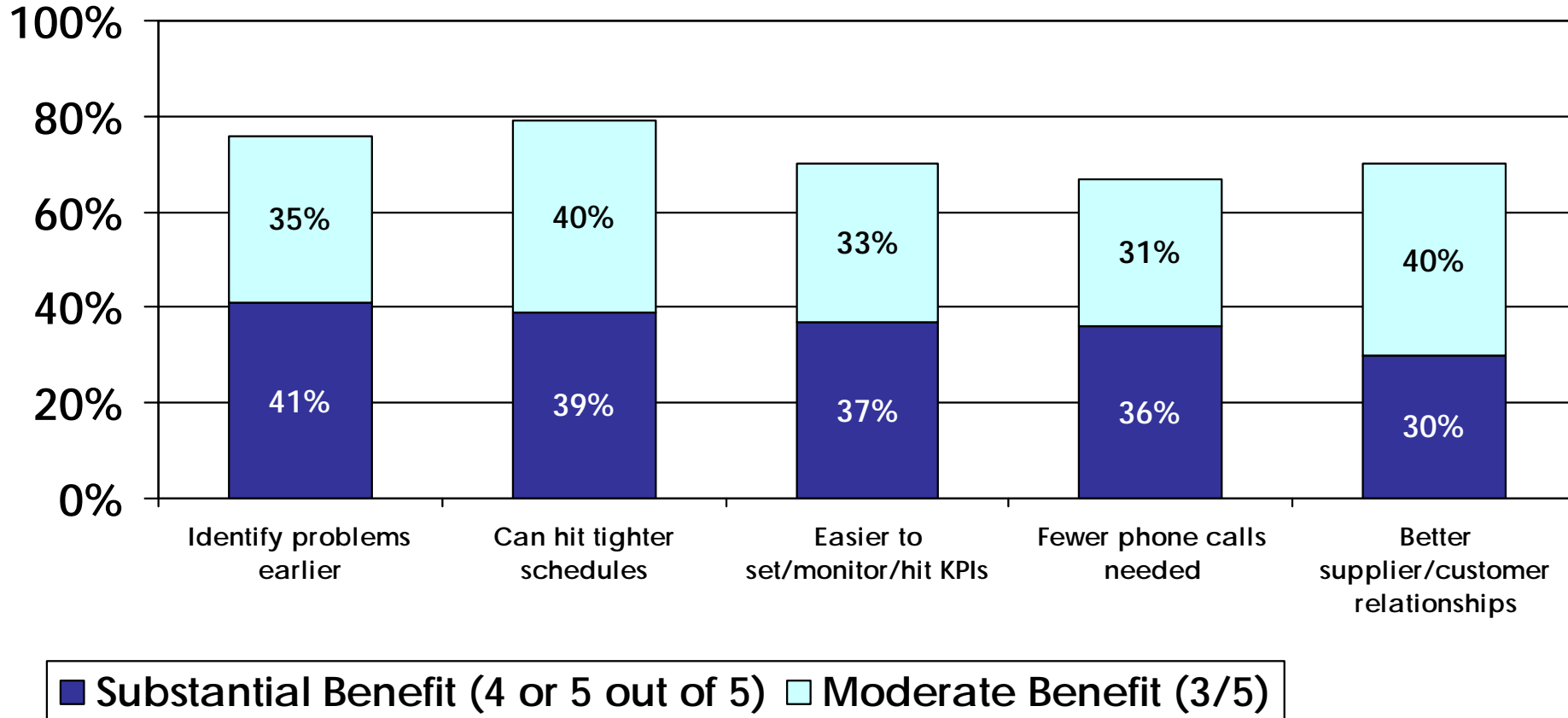
Q10 Benefits Experienced in terms of project management, communications & team working...



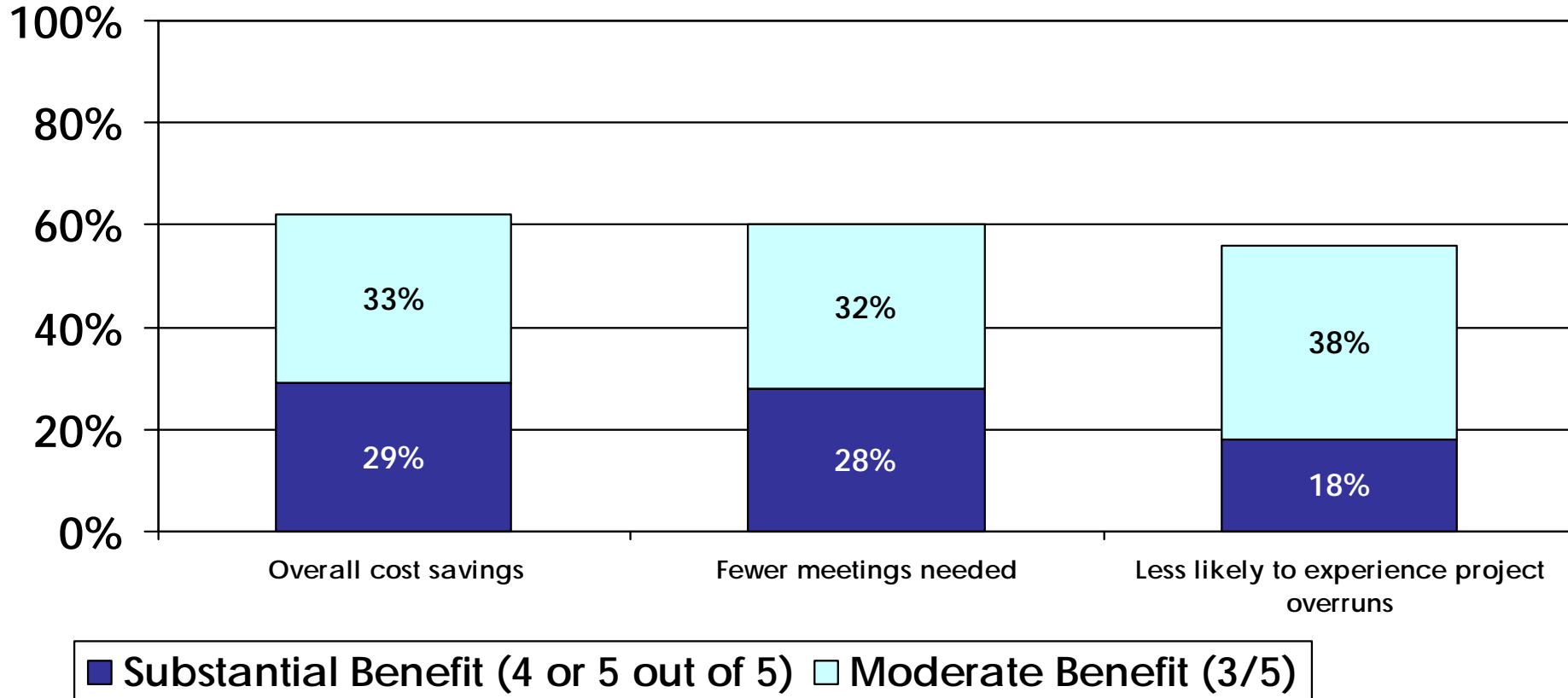
Q10 Benefits Experienced in terms of project management, communications & team working...(continued 1)...



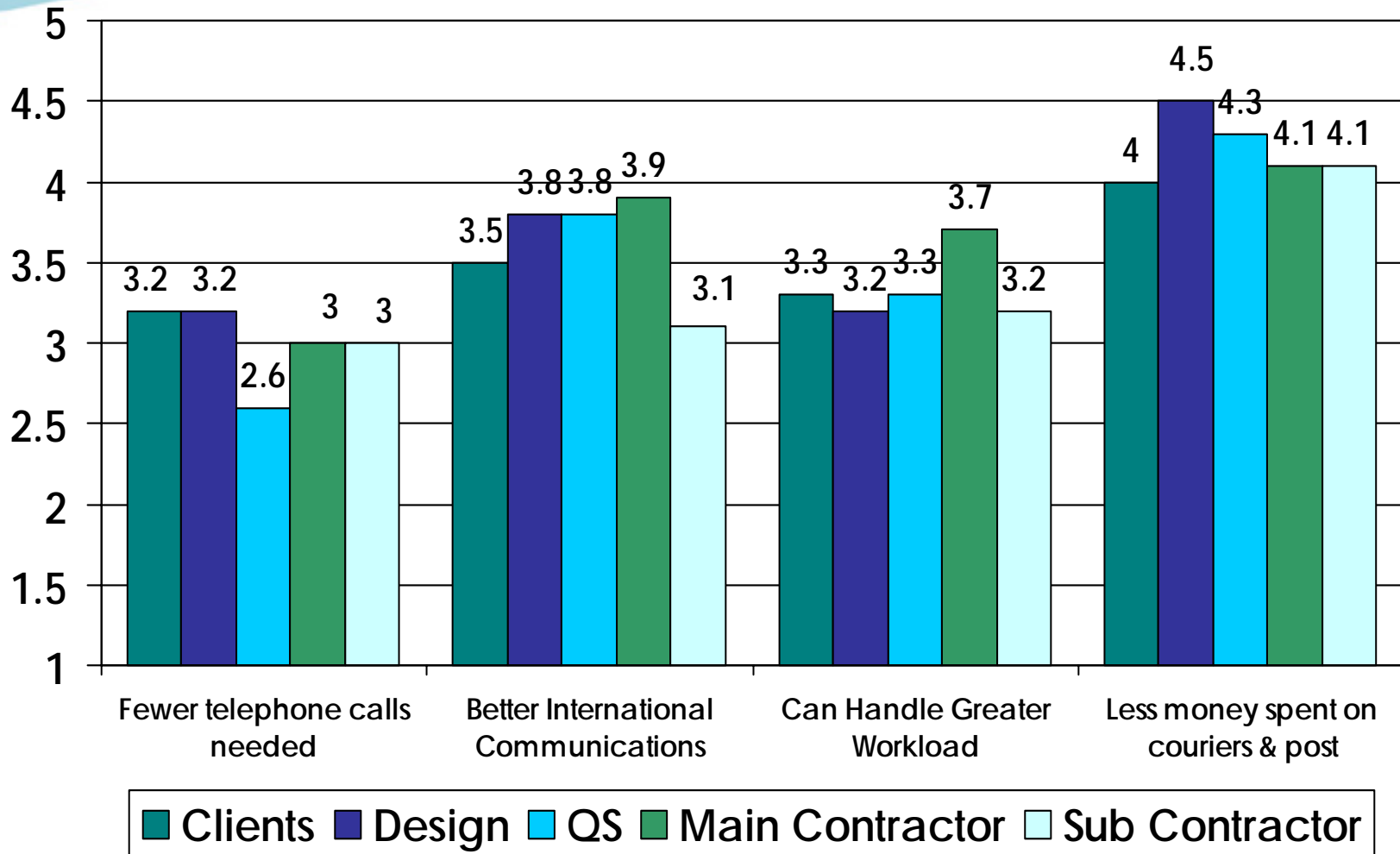
Q10 Benefits Experienced in terms of project management, communications & team working...(continued 2)...



Q10 Benefits Experienced in terms of project management, communications & team working...(continued 3)...

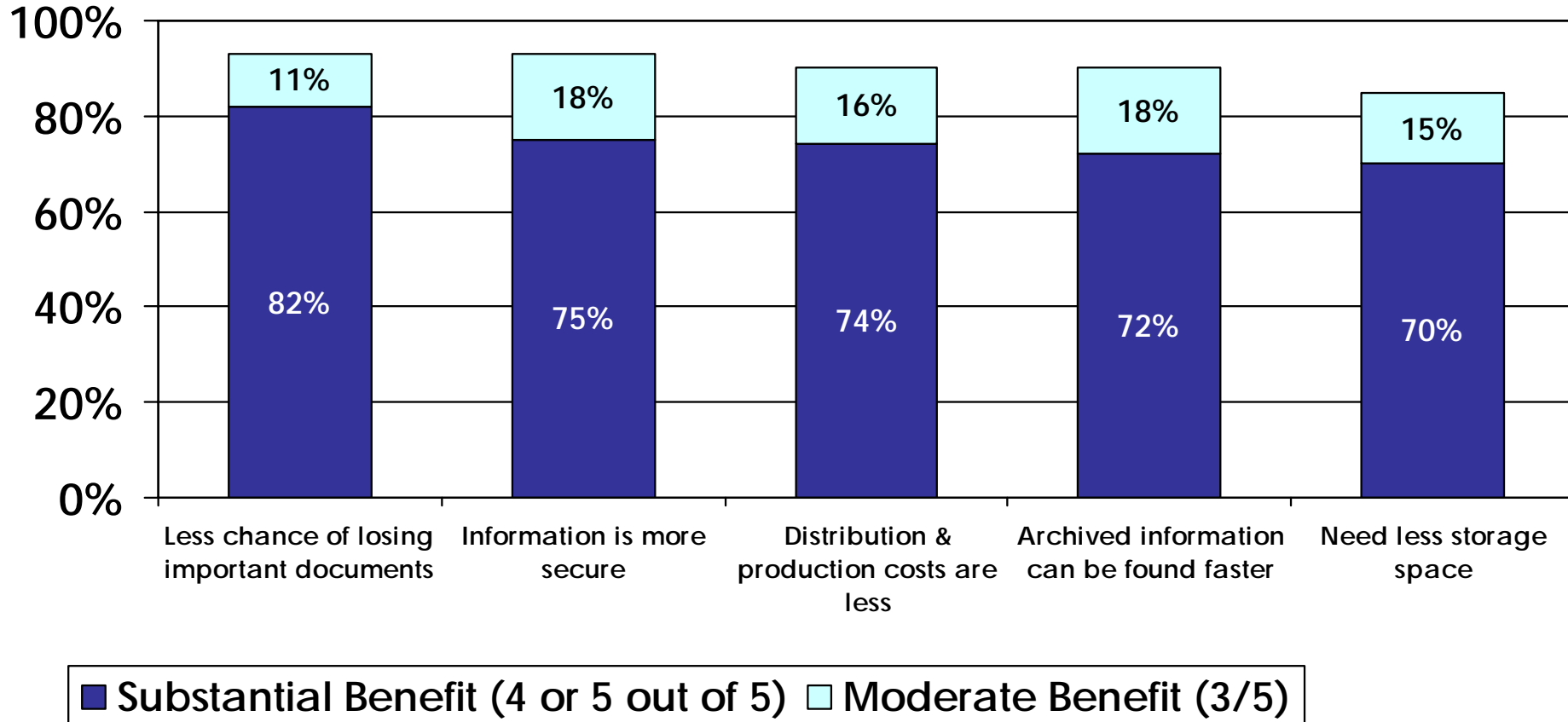


Q10 – Key Differences in Perceived Benefits by Sector (showing average scores out of 5)

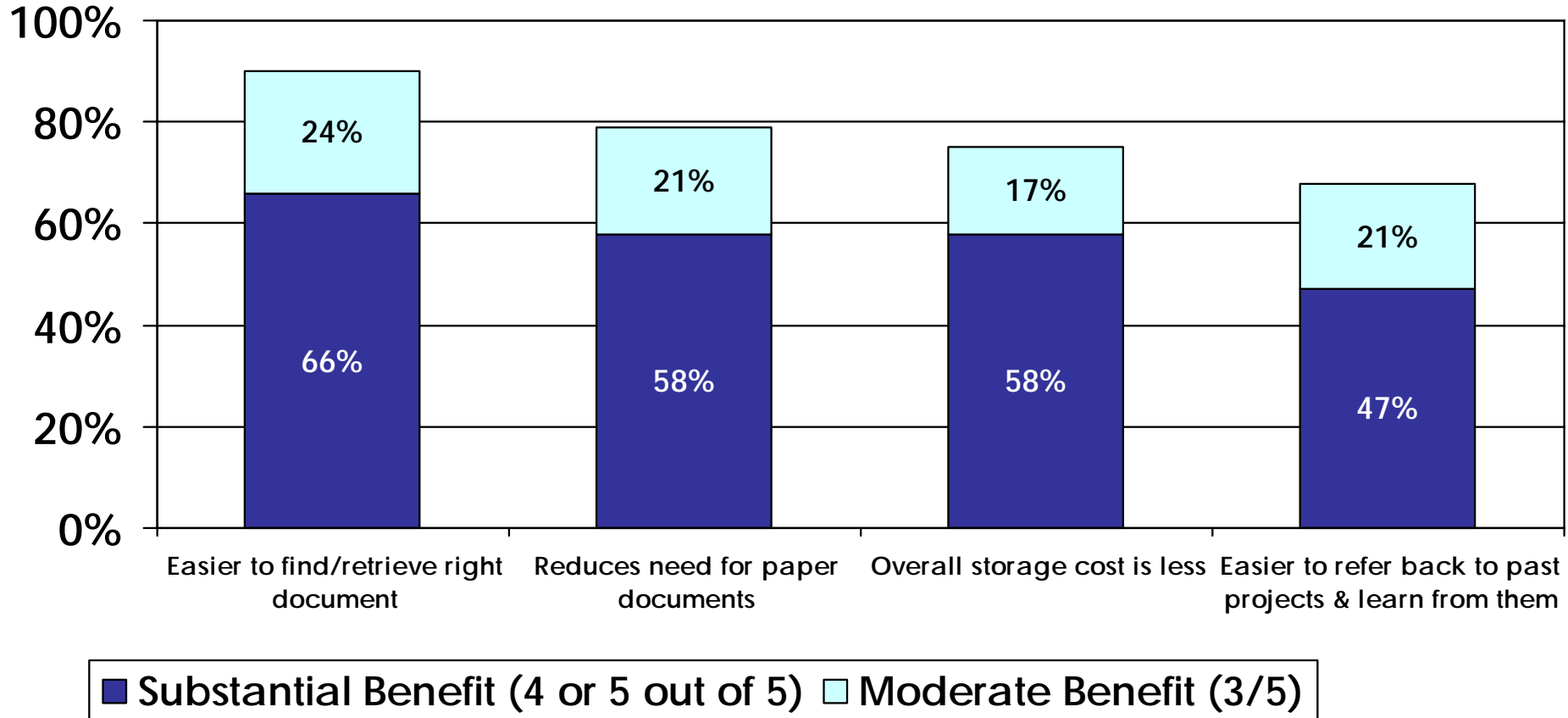


Benefits Experienced in terms of Document Management, Storage & Retrieval

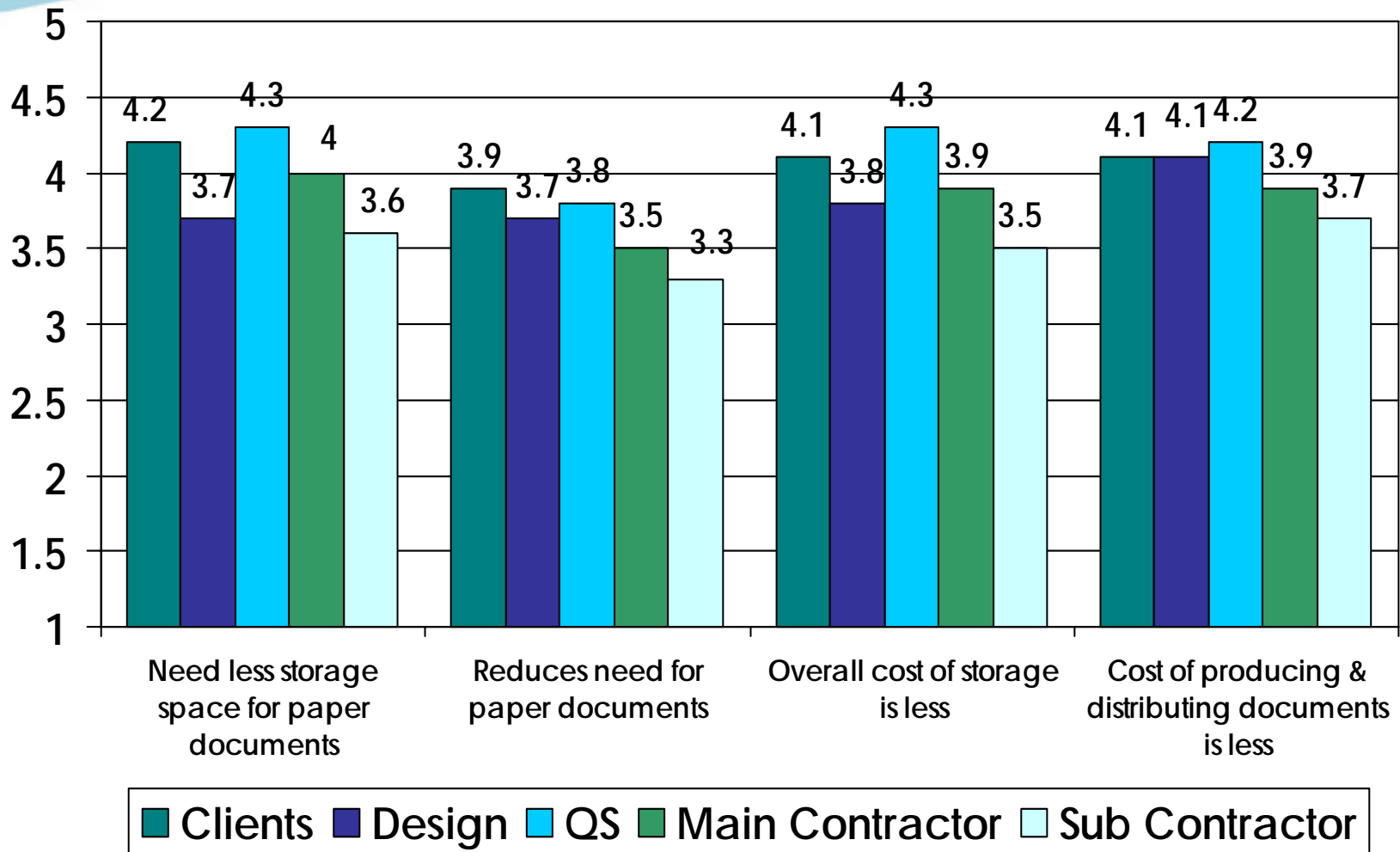
Q11 Benefits Experienced in terms of Document Management, Storage and Retrieval...



Q11 Benefits Experienced in terms of Document Management, Storage and Retrieval...(continued)...

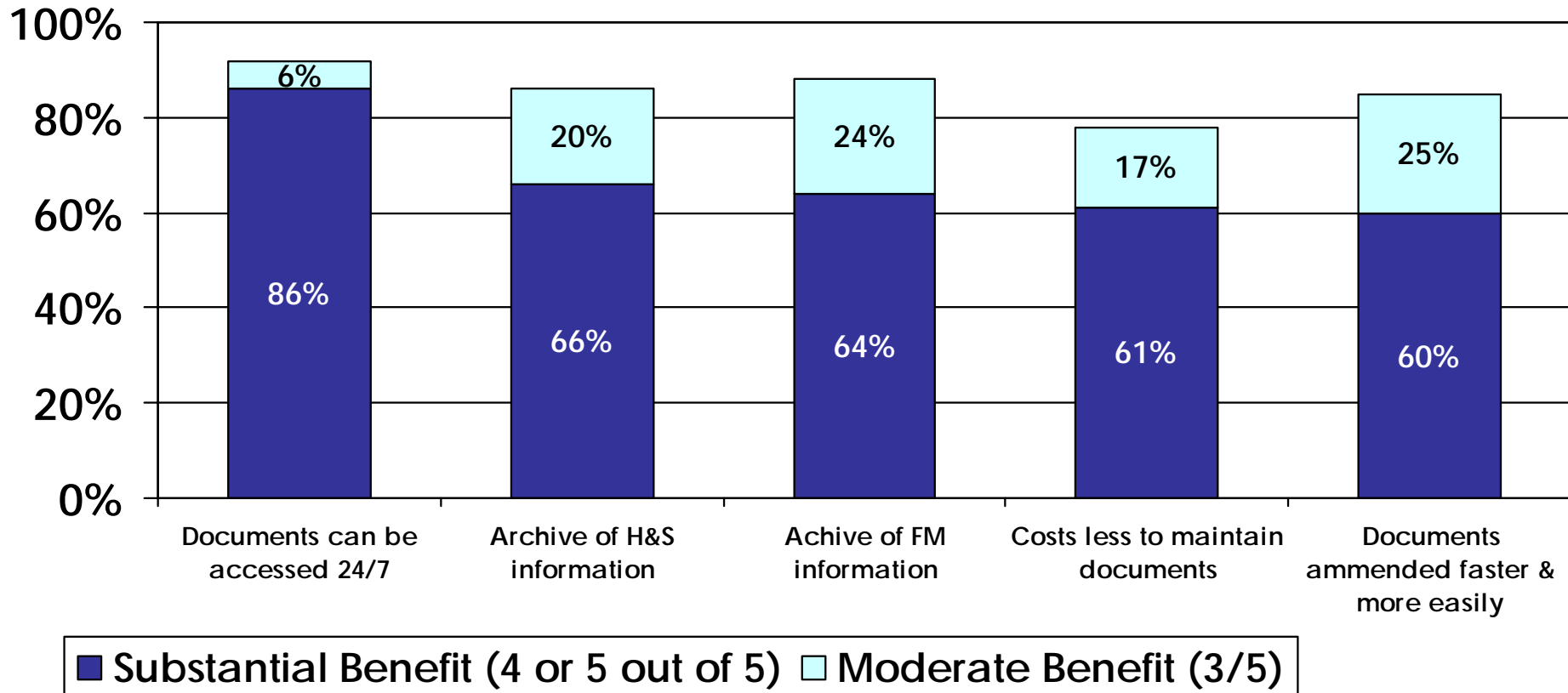


Q11 – Key Differences in Perceived Benefits by Sector (showing average scores out of 5)



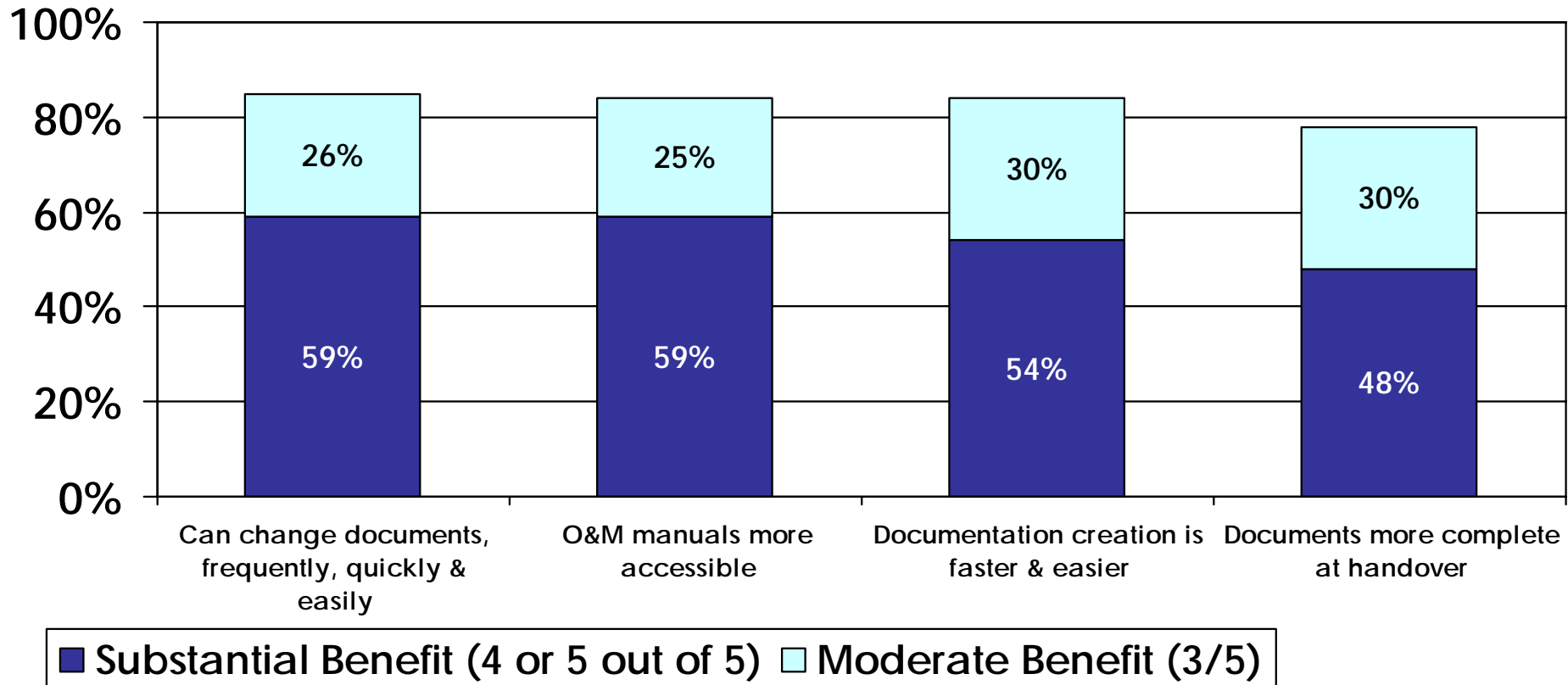
Benefits Experienced During the Hand-Over & Commissioning Phase

Q13 Benefits Experienced in terms of hand-over, commissioning, operations and maintenance...



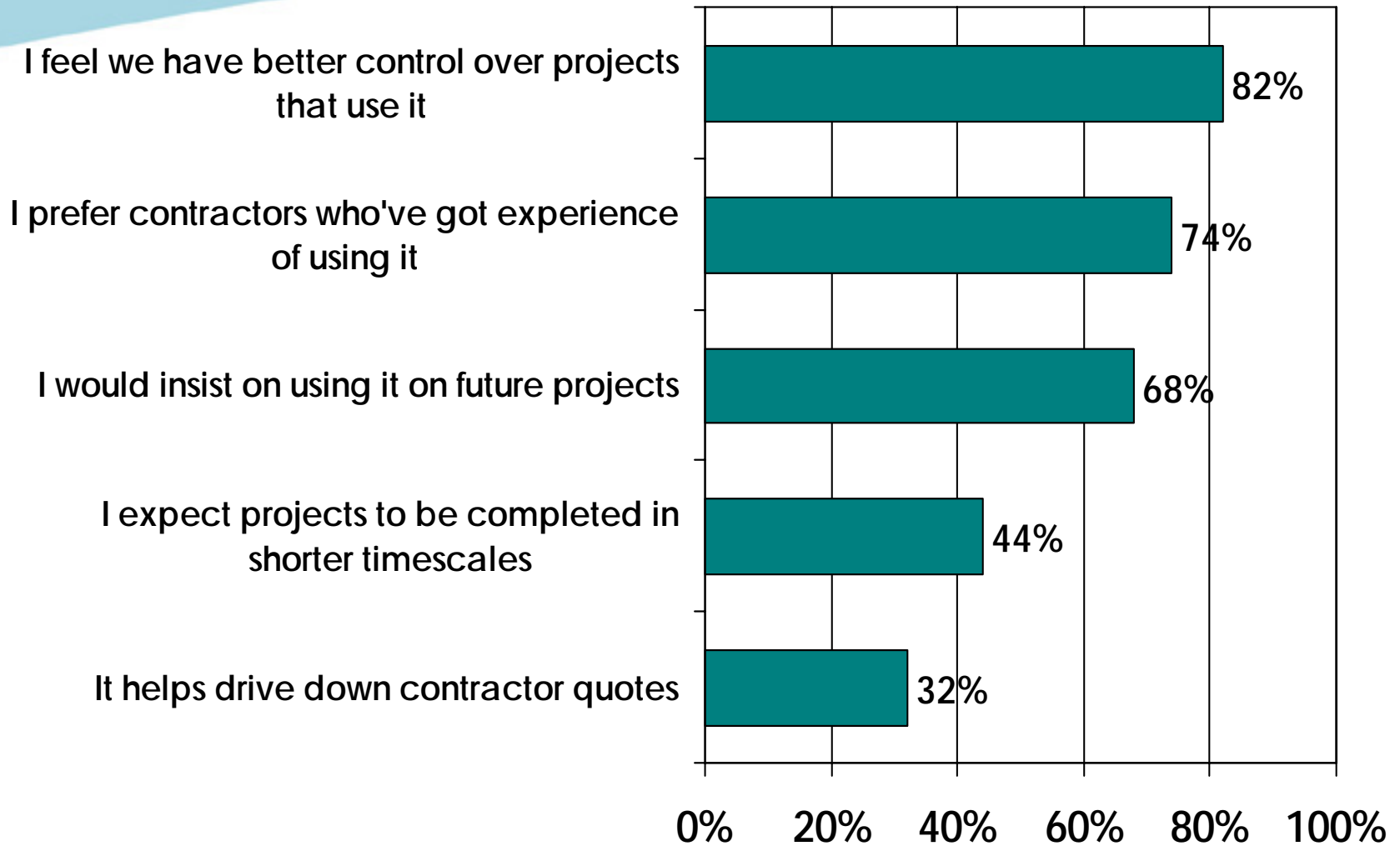
Base: 105 involved with this phase of projects

Q13 Benefits Experienced in terms of hand-over, commissioning, operations and maintenance...(continued)...

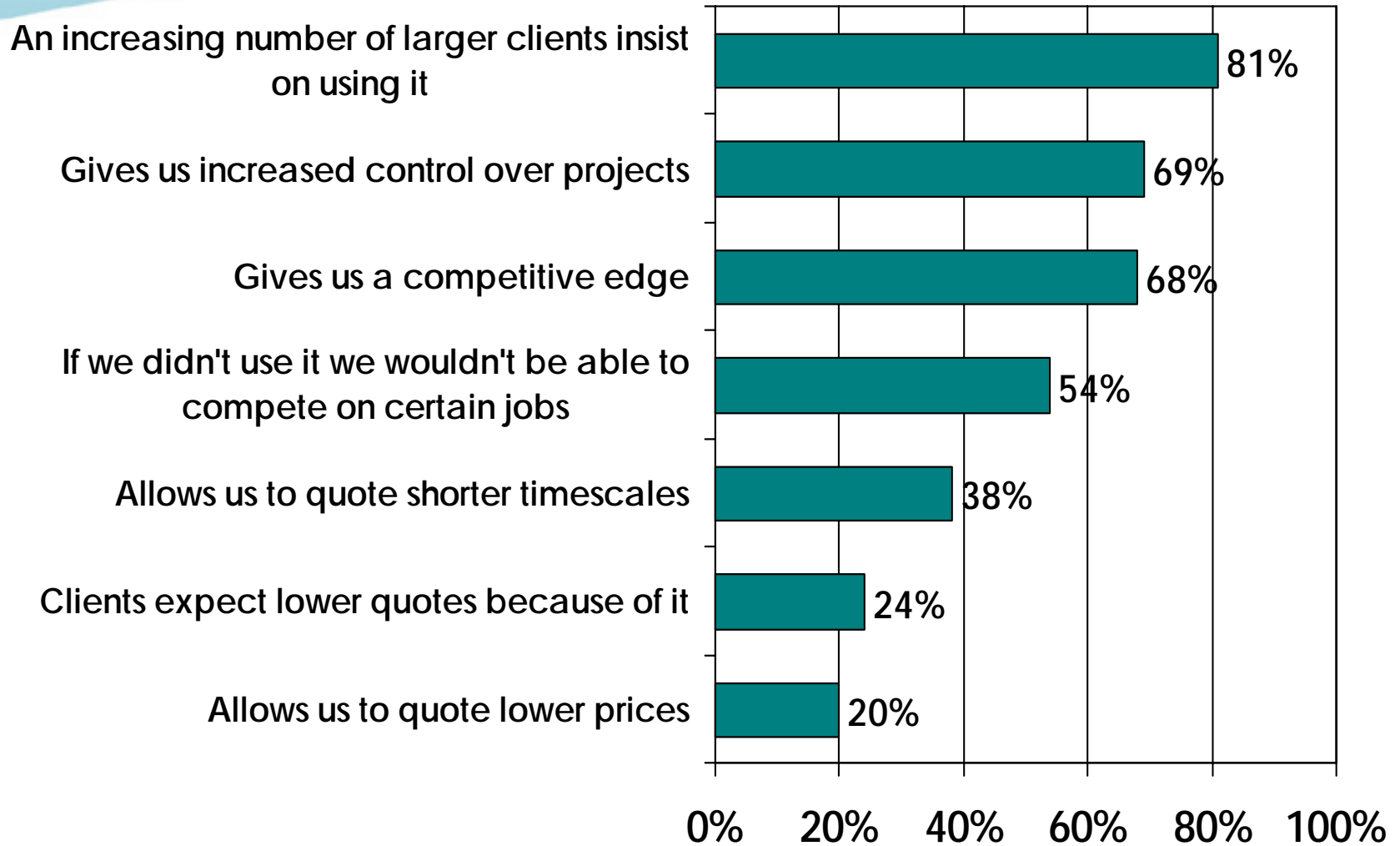


General Attitudes & Perception of Future Challenges/Barriers

Q14 Client opinions relation to collaboration technology...

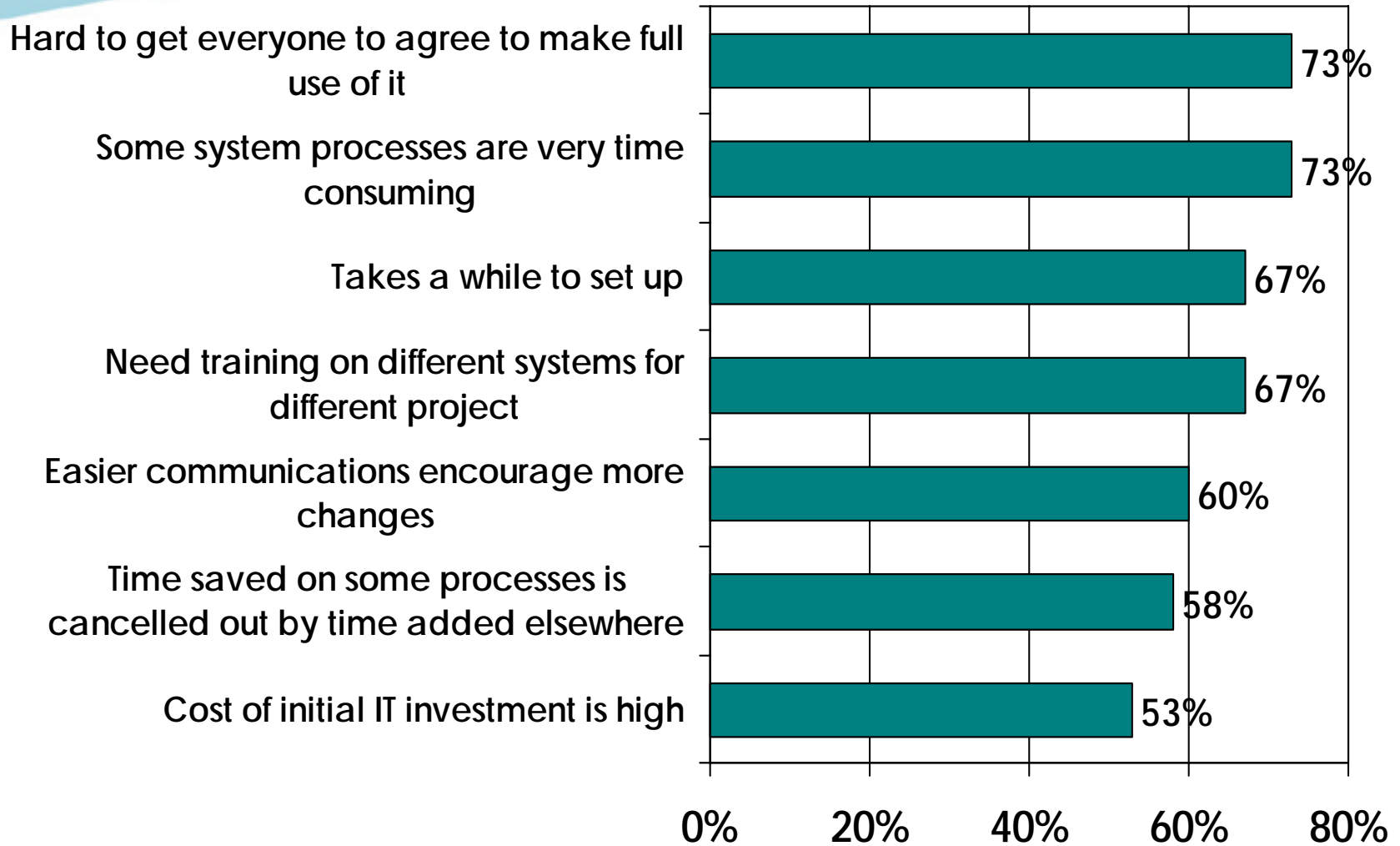


Q15 Non-Client opinions relation to collaboration technology...

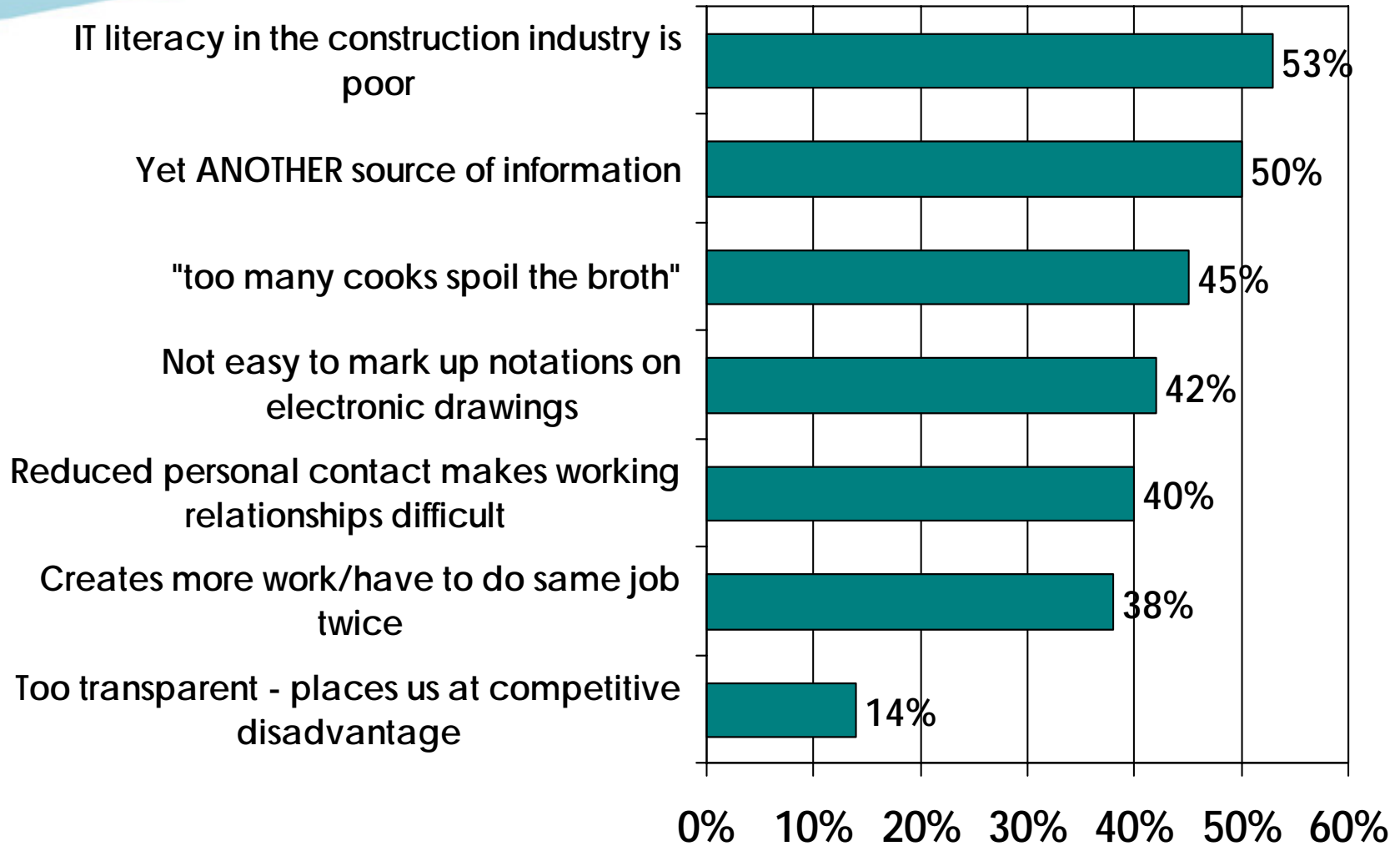


Base: 238 (all, excluding commissioning clients)

Q16 Disadvantages/barriers Encountered...



Q16 Disadvantages/barriers Encountered... (continued)...



Summary of Key Benefits Identified

Summary of Near Universally Accepted Benefits Associated with Collaboration Technology...

- Documents can be accessed 24/7.
- Project information available centrally.
- Less money spent on couriers/post.
- Less chance of losing important documents.
- Better audit trail.

All Identified by over 80% as delivering a substantial benefit to their business

Summary of Very Commonly Experienced Benefits Associated with Collaboration Technology...

- Traceability/visibility of documentation.
- Information is more secure.
- Lower costs for distribution/production of documents.
- Better accountability for all parties.
- Can find archived information faster & more easily.
- Need less storage space.

All Identified by over 70% as delivering a substantial benefit to their business

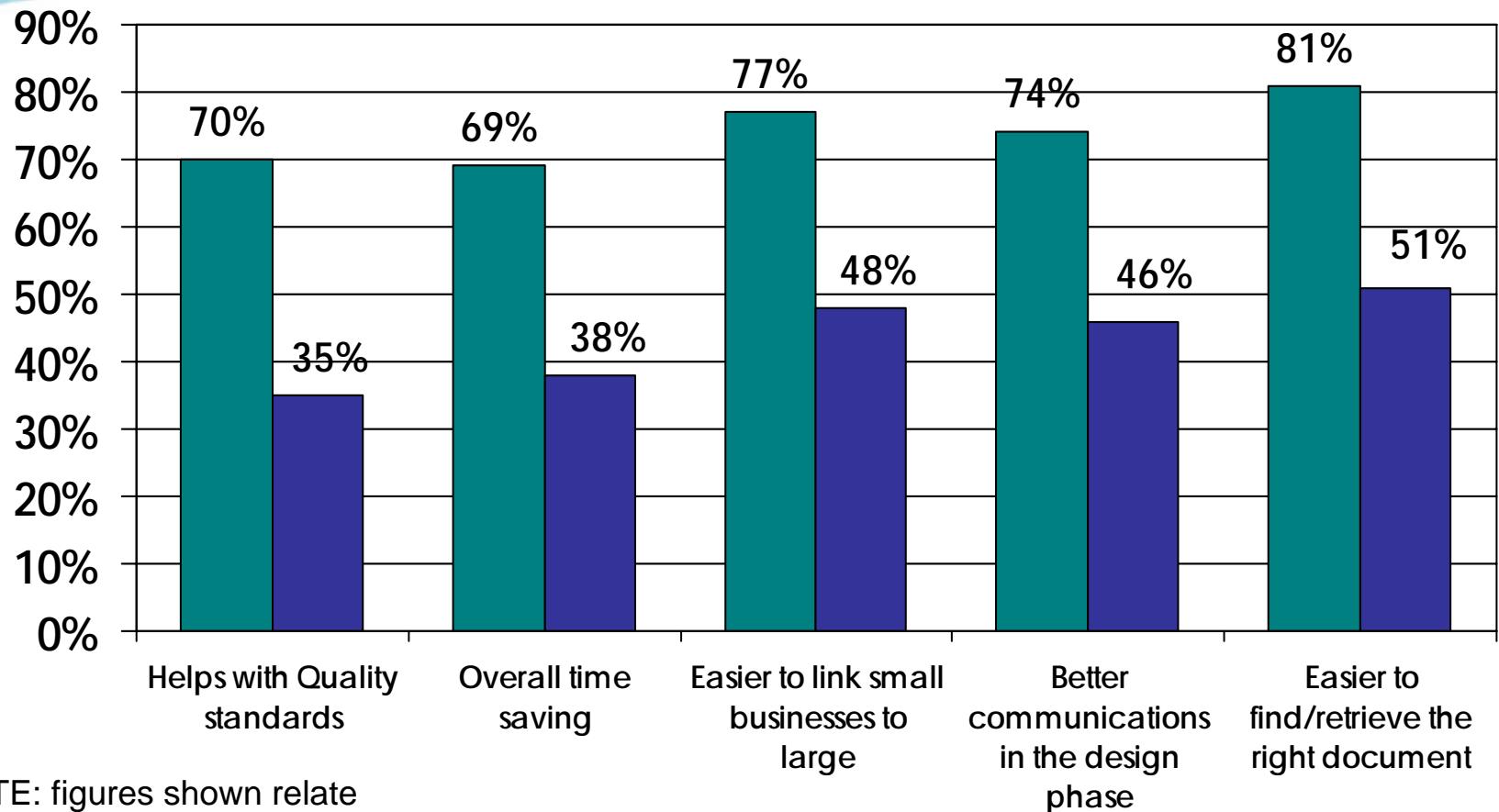
Summary of Other Commonly Accepted Benefits Associated with Collaboration Technology...

- Less confusion over which version of a document is the current one.
- Everyone works from the same version of a document.
- Geographically dispersed teams work better together.
- Easier to find & retrieve the right document.
- Better archive of H&S information at hand-over stage.

All Identified by over 65% as delivering a substantial benefit to their business

Ability of Loyal/Loyal Advocate Users to Get More out of the Technology than their Competitors

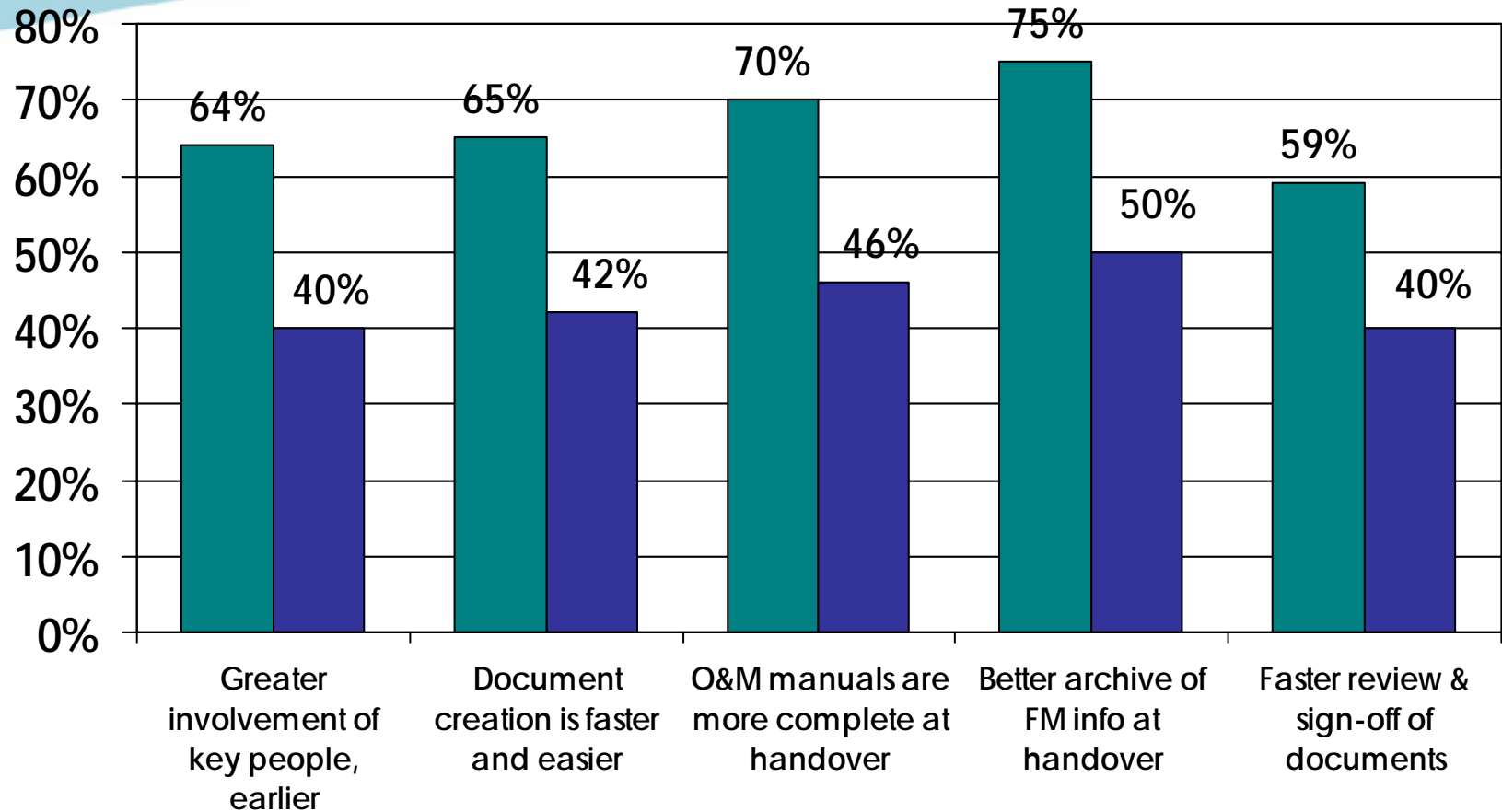
Key Differences between Benefits Identified as substantial by LOYAL users vs. the rest of the market



NOTE: figures shown relate to the percentage experiencing a substantial benefit (score 4+ out of 5)



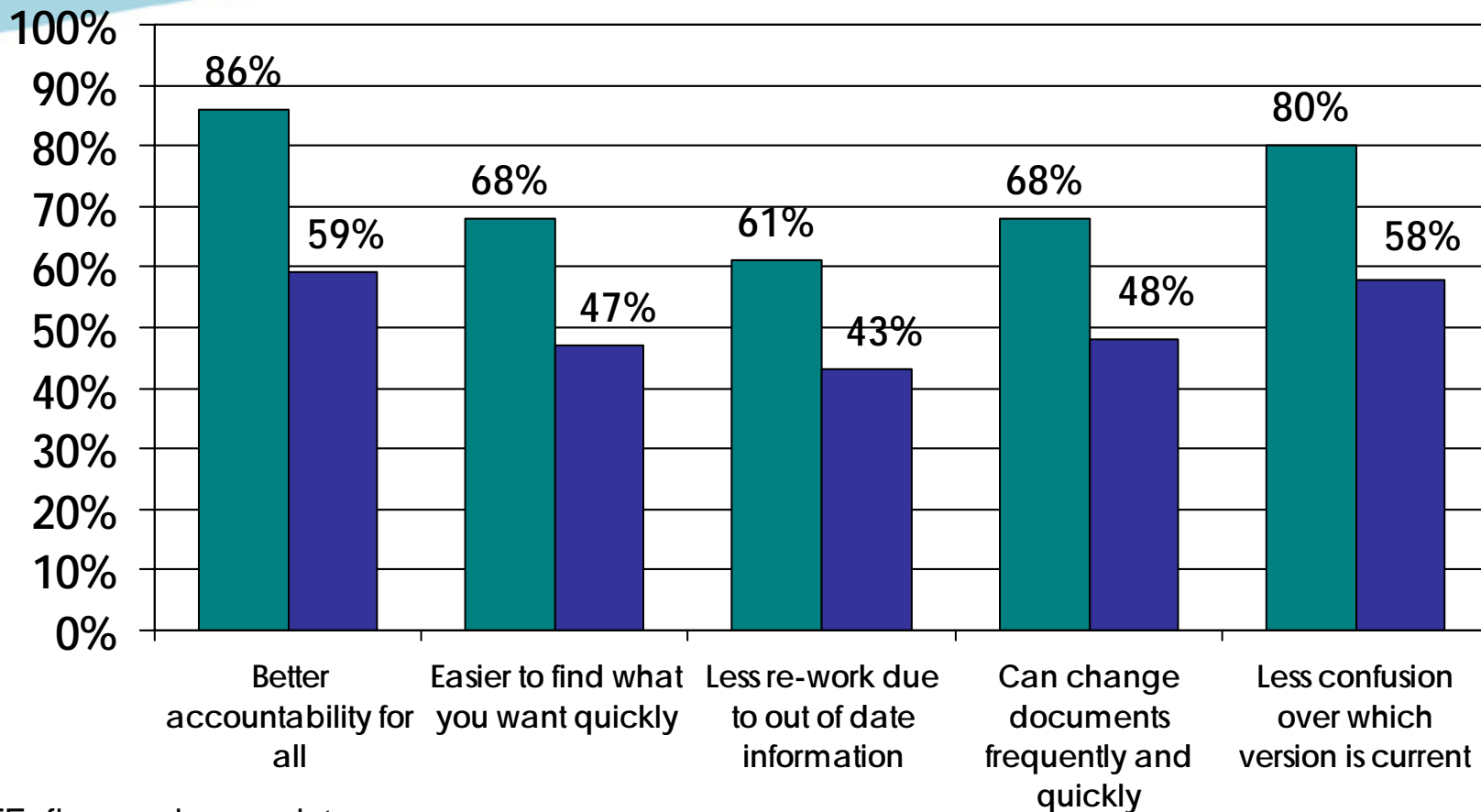
Key Differences between Benefits Identified as substantial by LOYAL users vs. the rest of the market... (continued.1)...



NOTE: figures shown relate to the percentage experiencing a substantial benefit (score 4+ out of 5)

■ LOYAL ■ REST

Key Differences between Benefits Identified as substantial by LOYAL users vs. the rest of the market... (continued.2)...



NOTE: figures shown relate to the percentage experiencing a substantial benefit (score 4+ out of 5)

■ LOYAL ■ REST

Why the Difference?

- Faced greater challenges before?
- Better suited to their particular situation?
- Had more say in the selection process?
- Making better use of the technology...
 - Better awareness of possible benefits
 - Clearer objectives
 - More up-front effort (set-up, training etc)

Key Highlights

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- 96% feel they benefit from using the technology.
- Client preference to favour contractors who are willing to work with/have experience of the technology.
- Significant number of benefits are widely accepted/associated with the technology. A number of advantages are seen as substantial by over 80% of users.
- Those who are most enthusiastic have been able to leverage benefits from the technology that others have not. What are they doing differently?