



# Linesight Uses Sophisticated Dashboards and Streamlined Processes to Refine Decision Making

Data Insights Success Story



## Overview

Process optimization and visibility is an important part of the construction industry. With increasing competition, new challenges created by a global pandemic, and the rapid shift to digital solutions—many companies in the construction industry are starting to explore everything automation has to offer.

In the construction sector, project visibility is essential for companies that want to exercise more control over project costs, forecasting, deliverables, and outcomes. But with so many sources of data and an abundance of legacy systems, creating a single source of truth that offers enhanced reliability, visibility, and usability is no easy task.

Linesight continues to be a global presence offering consultancy services to clients across multiple industry sectors. In the face of overwhelming success and recognition as an industry leader, the company undertook a large integration initiative to streamline how they accessed and utilised data across different systems, regions, projects, and departments.

Find out how Amos helped Linesight create powerful dashboards, leverage automation to standardise reporting, and provide the ongoing support and expertise Linesight needed to drive more value out of their data.

## About Linesight

Linesight is a consulting firm that has provided professional services and strategic support to the global construction industry since 1974. The company employs more than 650 people and has offices in 22 countries throughout North America, Europe, APAC and MENA.



# The Problem

Linesight's global presence meant they were completing projects across multiple time zones, currencies, and regulatory environments. The company wanted to simplify these complexities and build a more integrated, while providing their teams with a connected and accessible platform that could aggregate and organise critical project information.

The existing systems Linesight relied on to store and access project data required upgrading to deal with the company's rapid growth and expanding portfolio of projects. These systems included a mix of legacy software, spreadsheets, and other solutions.

Linesight also required an improved business intelligence platform that could provide advanced reports and better visibility into the overall health of their projects.

Data connectivity was another significant issue that was heavily impacting the company's operational efficiency. The company had collected strategic data and now needed a refined system in place to drive meaningful insights from that data.

Linesight knew they would need to improve the core functionality of these systems if they wanted to create an integrated system that could enhance their ability to forecast project financials, track key deliverables, and other project-specific goals.

## Quick Summary:

1

Linesight required improved business intelligence software to aggregate and organise key project data across various regions, currencies, and regulatory environments.

2

The company's existing systems were siloed and struggled to communicate and ensure data accuracy.

3

Project forecasting and reporting functionalities were limited and creating additional work for the company's teams.

## The Solution

Linesight partnered with Amos to help them assess their current systems and processes. They needed a solution that could offer better sight of project performance, predict future performance, and be shared and amalgamated throughout the company.

### Quick Summary:

- Implemented a data store to collate the information from all of Linesight's systems
- Developed MINT, a web-based solution for collecting, reviewing, and approving earning forecast data that could be integrated with finance data
- Developed and integrated the Key Account Management dashboard
- Improved the value of the existing systems by taking their data and making it available in the datastore
- Explored future opportunities to improve job costing and cost projections capabilities



## Linesight Received the Following Services From Amos:

- **Initial Discovery/Collaboration.** The initial stages of the project involved assessing Linesight's current capabilities and mapping out how the new solution would deliver on the company vision to support the teams submitting information for corporate dashboards.
- **MINT forecasting.** An interactive web-based tool for submitting project forecasts. This solution actively assists the processes by providing the contextual project information needed to inform forecasts.
- **Key Account Management (KAM) Dashboard.** This dashboard was created to improve Linesight Key Account Manager's ability to predict earnings, forecasting, and project health through enhanced data Visualisation and filters.

Amos solved Linesight's data connectivity and reporting issues by connecting their multiple systems, both on-premises and SaaS, to a datastore, while providing forecasting tools and building interactive dashboards. The goal of these initiatives was to improve overall project visibility, data flow between critical systems, and decision making at all levels.

# The Outcomes

## Quick Summary:

- Improved decision making and reporting capabilities with the KAM dashboard. This solution is heavily used by Linesight's account managers and management team to assess specific regions, view service performance, and identify key issues.
- Linesight's senior management team can now collaborate using reliable data analytics to easily forecast and receive early indicators for potential issues. They can easily drill into underlying projects across multiple dimensions.
- Having access to meaningful insights generated through MINT enabled the management team to react, resulting in changes throughout the pandemic that allowed them to effectively redeploy resources and save jobs.
- The company has learned more about the 'art of the possible' and can now visualise the opportunities that accurate and accessible data can present. This has led to improvements in customer service and company-wide processes.

Linesight is now leveraging the full potential of automation to improve the overall performance and agility of their internal systems and teams to better serve their clients.

The company credits the success of this project to their partnership with Amos. Amos's leadership and integration expertise were heavily relied on throughout all aspects of the project, including initial assessment, development, implementation, and ongoing support.

The introduction of KAM and MINT have greatly expanded the company's ability to predict trends, adjust to changing projects, and navigate micro and macro factors that impact their core operations.

The KAM dashboard and its automated reports are heavily relied on by Linesight's account managers and management team during monthly board meetings and other aspects of the decision making process. This solution provides an in-depth look into how specific regions and services are performing and is pivotal in helping the company identify potential issues.

MINT combines critical data from multiple sources into a usable account package. Initial success from this solution has led to further exploration of new costing functionality.

The creation of a robust reporting solution that combines data from multiple sources into accessible dashboards has greatly improved Linesight's ability to measure and track performance at all levels.

Linesight extended their partnership with Amos into new areas of the business, including developing improved forecasting functionality, integrating Salesforce into their new solutions, and additional functionality to support Linesight's management teams.



"We really enjoyed working with the Amos team. Their expertise and flexibility kept the deliverables of this project focused and on schedule with minimal input from the Linesight team. Amos really is a group of problem solvers."

**Gerard Campbell**  
Group CEO at Linesight

Are you looking to improve data  
connectivity and reporting?

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