

## Persimmon's rapid growth to £3bn

December 2005, Persimmon entered the FTSE 100 following its acquisition of Westbury plc making it not only the UK's most profitable house builder but also the largest by number of new houses sold.

Persimmon first implemented the COINS solution when its sales revenues were just over £500m in 1998. For 2006, sales are anticipated to be in excess of £3bn and rising. Rob Holden, Group IT Director says "COINS is a fundamental part of our business, supporting increased profits and efficiency throughout a period of massive growth. Implementation into the former Westbury businesses has gone well enabling the decommissioning of all Westbury systems within 12 weeks." Following the Beazer acquisition in 2001, this is the second time that Persimmon has enjoyed a large scale, rapid, yet smooth deployment of COINS into an acquired business. Rob continues "Our COINS system is reliable and capable of absorbing all additional transaction volumes seamlessly and without any performance degradation."



▲ For a business founded 30 years ago, Persimmon's rise can reasonably be described as meteoric

"COINS is a fundamental part of our business, supporting increased profits and efficiency throughout a period of massive growth"

Persimmon's use of COINS includes integrated modules for Finance, Costing, Payroll, Procurement, Valuations & Automated Payments (VAP), House Sales and Customer Care, across 1,000 staff.

"Standard use of COINS throughout all business units ensures senior management benefit from access to quality, real time information on cost management, sales and customer care," comments Rob. "It would be difficult to overstate how important an integrated system is in making the overall solution really work for the business."

Rob continues "As our business grows, the market changes and new legislation is introduced there are further requirements and goals that COINS can help the business to achieve." Persimmon continues to invest in product development with COINS, whilst benefiting from investment of other COINS users and ongoing reinvestment by the COINS business itself. Rob says "This is a major advantage

of COINS, it is an industry standard solution, encompassing best business practice within our sector, so all COINS customers benefit from the pooled investment of the entire user base."

This year Persimmon will evaluate and implement new COINS solutions. "We plan to pilot COINS Open Architecture (OA) by implementing the Customer Care module" says Rob who, with his colleagues will also investigate how the COINS OA Reporting tools will raise the standard yet further of management information delivered to the business.

"The partnership between Persimmon and COINS has been firmly established. Over 8 years, the trust and understanding between our organisations has reached a high level. This relationship is managed professionally and effectively on both sides and I am confident it will continue to deliver significant benefits to both Persimmon and COINS." concludes Rob.



▲ MJN Colston Ltd provides Engineering Services for National Assembly Wales

## Staveley selects COINS

Staveley Engineering Services (SES) Ltd which includes the specialist contractors MJN Colston Ltd and EI.WHS Ltd, have selected COINS to replace their in-house legacy system. All three companies will run their operation from one central COINS system.

SES have signed a seven year agreement for a 250 user COINS system which includes Central Repository, Financials, Procurement, Payroll, Commercials, Plant, Human Resources, Document Management and COINS-etc (electronic trading community). COINS will provide SES with a framework for implementing best practice processes including supply chain management, cost/value reconciliation and financial controls across all businesses.

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## Haymills commits

Haymills, national building contractors, first invested in COINS in 2001 and recently announced that it is continuing its commitment to COINS for another five years. A staged implementation of additional modules, such as COINS Human Resources and COINS Information Manager, will take place over the next twelve months.

Steve Farrant, Financial Director for Haymills says, "Last year, I conducted an extensive review of Haymills' system requirements, which included gaining a better understanding of COINS. I also assessed the marketplace but found that COINS was able to offer us a better system, especially with its Open Architecture and Imaging technologies. As a result I was left in no doubt that a continued long-term commitment to COINS was the best course of action for the business."

**Established in 1911, Haymills is a privately owned company specialising in new build, refurbishment and property maintenance within the public and private sectors, including healthcare, education, commercial, conservation and residential. Haymills employs over 600 people and has offices in Caterham, Huntingdon, London, Stowmarket and Gibraltar.**

Adnams Distribution Warehouse Project, Suffolk ▶



## COINS World Cup 5 a side Football Tournament

Armed with sun cream and hats, families, friends and colleagues all arrived at Pinewood Leisure Centre in Crowthorne on the 11th June in the brilliant sunshine to witness the COINS World Cup 5 a Side Football Tournament. Healthy competitive fun and fund raising for CARE International as part of the COINS Three Peak Challenge, was the order of the day.

Fifteen teams took part, including COINS clients, construction industry professionals and local businesses. Standards were high, especially from the two finalist teams Germany (Bickley) and Japan (Kier Moss) who showed outstanding flair and skill in the sweltering heat.

It was finally Germany who scooped victory in a penalty shoot out and walked away with the trophy – well done lads!

COINS would like to thank all who took part and helped make it a successful and fun day: players, referees, food and drink sellers, St John's Ambulance, supporters, it was a great way to spend a sunny Sunday!



▲ top: An eye on the competition; bottom: Presentation of trophies

▲ The Final: Bickley v Kier Moss

## Executive Dashboard delivers CVR to P Elliott

As part of the recent introduction of its new COINS OA system, P Elliott & Co required a contract financial reporting solution that automated its manual reporting process, whilst maintaining the same level of detail and in the same clear and familiar format.

The Executive Dashboard technology introduced as part of COINS Open Architecture (OA) Reporting was selected as the first step to deliver this solution. There are a growing number of Executive Dashboard "templates" available that can be easily customised to meet the requirements of any reporting structure.

Using COINS OA, the Cost Value Reconciliation (CVR) process allows P Elliott's users at its head office and on site to quickly monitor and investigate the financial status of projects, using an interactive Executive Dashboard which mirrors their traditional CVR printed reports.

Financial Controller Mary Keegan states, "The new automated process has hugely reduced the amount of effort and workload required to produce CVRs within the company. As the initial implementation phase comes to an end, I look forward to further training on OA Reporting so that we can customise the templates available and continue to develop our reporting and use of Executive Dashboards."

**P Elliott & Co Ltd is the largest construction and property development company in Ulster and is ranked in the top ten construction companies in Ireland. The company was founded in 1942, now has a turnover approaching €250 million, a staff of over 300 and a portfolio of construction projects which are testament to the organisation's success.**

## Carter & Burgess, Inc.

COINS-US, working with Autodesk, was able to sign a \$3.5 million contract with Carter & Burgess, Inc who consistently ranks among the top national Architectural, Engineering and Construction (AEC) management firms in the US.

The \$3.5 million dollar opportunity consists of a 3-year commitment, a new Enterprise Licensing Server and customised services which will assist Carter & Burgess to improve their profitability. This is one of the largest deals in the history of Autodesk.

**For over 60 years, Carter & Burgess has seen a two-man partnership providing civil engineering and landscape architecture services develop into a full-service, multidiscipline consulting firm with more than 3,000 employees in major metropolitan areas across the US.**

**Carter & Burgess**



COINS Conference 2006 promises to be the biggest ever gathering of COINS users and offers the opportunity for clients to network with other users as well as interact with the COINS team. The theme for the conference is "Delivering Business Benefits" which complements the COINS philosophy that focus should not be on technology for its own sake, but on the use of technology to provide working solutions to real business issues.

The conference is being held at the Hayley Conference Centre in Swindon from 17th to 19th October. With product showcases and training workshops as well as special interest

group meetings covering the full range of COINS modules, there will be plenty to interest everyone and opportunity to understand and assess where COINS can deliver business benefit.

New additions to the published agenda:

- COINS Supply Chain Management Showcase, Thursday 2:00 pm
- HM Revenue and Customs speaker, Wednesday 10:30 am

HM Revenue and Customs will be in attendance throughout the conference to answer your questions on the CIS Tax changes being introduced in 2007.

COINS clients can register online at [www.coins-global.com](http://www.coins-global.com) or contact Pauline Sargent: [pauline.sargent@coins-global.com](mailto:pauline.sargent@coins-global.com)  
Tel: 01753 501078

**Book your place before 31st July to qualify for the early booking discount.**



▲ Hayley Conference Centre, Alexandra House, Swindon

## Proof of Delivery direct from site

COINS is working in partnership with Lovell (a subsidiary of Morgan Sindall plc, operating in affordable housing) to address the common problem in the construction industry of getting proof of delivery from site, back to the office for invoice approval.

Lost or delayed delivery tickets and goods receipt notes result in countless invoice queries, and separate recording of goods receipts in site offices and accounts departments involves unnecessary duplication of effort. The whole process often delays processing of invoices which can be costly to the contractor and does little for supplier relationships.

The PDA solution being developed allows site staff to see expected deliveries and to input goods received information. Lovell's site staff for example, will now be able to enquire on the status of all open orders for their site, rather than needing to telephone the buyers and suppliers for information. The PDA is on-line to the COINS system, delivering information immediately, via wireless networking or the mobile phone network (depending on the technology available on each site).

"The design of the COINS user interface on the PDA has been specifically tailored for the intended users and recognises their working environment. Working on a building site is very different from working in a clean office and the application has been designed to reflect this. The need to key in text or numbers has been minimised, most input is done through tick-boxes or selection of items from short lists." explained Jim Etherton, Senior Product Manager, COINS.

Dave Brearly, Financial Controller at Lovell commented, "We are delighted to be working with COINS on this project and are confident that we will see a return on our investment. We look forward to realising the benefits as we roll out PDAs across the business."

This is one of the first of a new breed of COINS applications which takes advantage of the power of COINS Open Architecture to access COINS from devices other than a traditional PC. Other PDA applications will be available in the future, such as Timesheet Entry, Customer Care Snagging, FM job worksheet allocation & job status and Marketing. These applications will be either online to allow live data to be updated or offline, as appropriate.



## Beard and COINS, a successful partnership

In 2003, Beard Construction invested in COINS software, implementing Financials, Procurement and Plant modules. The Board considered COINS to be best fit for managing the continued growth of the business and to meet their objectives for managing contracts as well as internal processes and procedures. COINS also had the added benefit of being a real time, enterprise solution.

Six months after the initial implementation of COINS, Clive Bassett joined Beard as the new Financial Director and took up the remit of COINS champion. Clive explains, "I joined Beard in March 2004; new to construction I quickly gained an understanding of the various issues in this sector. COINS has enabled me to set about updating the processes and procedures within Beard to ensure consistency to deal with our business growth in a controlled manner."

According to Clive, "It has been reassuring to establish, through COINS Special Interest Groups (SIGs) and the COINS Conference, that the developments I have identified for Beard are supported by the COINS products and future development plans." He continues, "It has also been reassuring to learn from these events that the path I am following is the same as other COINS users."

Following the successful implementations of COINS OA (Open Architecture) Reporting and COINS-etc which delivered significant improvements to both business process and reporting within the Beard organisation, Clive states, "Beard is now looking at investing further in COINS by introducing COINS OA modules to areas currently being managed by other systems. He continues, "These modules will provide the additional benefits of merging information into a single database and thus removing data duplication and improving financial controls." With these introductions the business will be able to monitor types of work it is bidding for and manage customer expectations as well as tenders and repeat business requirements. Clive comments, "By easily and simply building on our existing COINS investment it makes the process of internal change quicker, easier and helps us reduce costs too."

**With a turnover of £33m per annum, 85% of Beard's revenue comes from repeat business, partnership agreements and recommendations. The company delivers construction solutions for customers involved in arts and culture, commerce and industry, education, healthcare, sports and leisure. Projects include new build, design and build, restoration and refurbishment. All range in value from £200k to £6m.**

Beard's projects are award winning and its approach has earned it the Constructing Excellence Award for the implementation of Best Practice.

Established in 1892, with offices in Swindon and Oxford, Beard provides a committed construction service throughout central southern England.



Clive Bassett  
Financial Director at  
Beard Construction



▲ Ricky Rivera

## Ricky Rivera at 'Autodesk University'

COINS-US is proud to announce that COINS employee Ricky Rivera has been accepted to teach at this year's 'Autodesk University' the premier Autodesk learning and networking event. Autodesk provides targeted solutions for creating, managing, and sharing digital assets. Ricky is one of COINS' Infrastructure Application Engineers and has been instrumental in helping their US clients implement and deploy Civil 3D (a civil engineering CAD application) from Autodesk.

The event, held in Las Vegas, is attended by over 5000 people from around the world. It's unusual for Autodesk to accept first time applicants for a teaching position at 'Autodesk University', so congratulations to Ricky!



# COINS three peaks challenge

Top Fundraising Company: Multiplex, £25,000

Top Fundraising Team:  
Geoffrey Osborne Team 1, £12,000

Fastest Time:  
Bennett Homes Team 2, 20 hours, 48 mins

On 6-7th May thirty eight teams of walkers from the Construction Industry rose to the challenge of climbing up the three tallest mountains in Scotland, England and Wales, respectively all within twenty four hours.

The event gained in momentum once more, with the 38 industry teams participating raising a total of £270,000, another record. It is not a trivial event to complete and an impressive 14 teams actually completed the event within the 24 hours.

"The COINS 3 Peaks Challenge is 100% win, win for everyone. For the management teams it provides an employee team building opportunity, for individuals, the same, along with a personal challenge and for CARE International of course, the funds to help them rebuild communities and individual's lives. An excellent industry event, we will see you again next year, perhaps with two teams." *Terry Anderson, Group IT Director McInerney*

"This was a team effort, everyone helped each other out, when walkers were flagging someone was always there to help them push on, at the bottom the support crew were superb, keeping the team motivated for the next peak. Next year we are running it!" *Andy Jones, Systems Co-ordinator, Balfour Beatty Rail Plant*

"Our teams have, once again, done us proud with the boys completing the Challenge in less than twenty four hours and the girls completing it at their first attempt. In addition their hard work and commitment has raised nearly £15,000 for a great charity, Care International. The Company was happy to maintain its support for this worthwhile cause and offer its thanks to all those who supported the team in various ways." *Ray Wells, Deputy Chairman, Weston Homes*

#### COINS sponsored trip to visit CARE projects

This year COINS is sponsoring another trip to visit CARE projects, post Tsunami, in India. Following their fantastic fundraising efforts and continuous support for the Challenge since it began the places were awarded to Multiplex, Weston Homes, Geoffrey Osborne, Robinson Design.



▲ Highest fundraisers – Osborne Team

#### Register NOW for 2007

Demand is so high now for this event that registration for 2007 has already started. If you are in the Construction Industry and would like to enter a team please contact Pauline Sargent: pauline.sargent@coins-global.com Tel: 01753 501078

Look out for COINS 3 Peaks Challenge online registration which will be launched soon at [www.coins-global.com](http://www.coins-global.com).

#### Our thanks to all participating teams in 2006:

Acheson Construction	Allied Scaffolding	B&B Construction
Balfour Beatty	Balfour Beatty Rail	Bennett Homes
Business Systems Group	Clark Construction	COINS
Connaught	Cowlin Construction	Dean & Dyball
Deeley Group	Edmund Nuttall	Geoffrey Osborne
Grant Rail	Laing O'Rourke	Laser Holdings UK
McInerney Holdings	Multiplex	MV Kelly
Pearce Group	Ringway Group	Robinson Design Group
Rose Builders	Sir Robert McAlpine	Stepping Stones School
Twigden Homes	Weston Homes	



▲ COINS Team

## Progress Open Edge

The testing of Progress Open Edge v10.1 with COINS v10.10 has been rescheduled for the July release. COINS v10.11 will be the first COINS version on the Progress Open Edge platform and will be available in November.

Please note therefore, that a Progress upgrade is now no longer required until you upgrade to COINS v10.11.

Progress Open Edge is the latest offering from Progress and will extend the capability of the COINS software.

# OpenEdge

## Are you ready?

From September, COINS will fully support the requirements of the new Construction Industry Scheme (CIS) tax system, being introduced in April 2007. The changes to the scheme are significant, and all construction businesses operating in the UK need to plan now for the procedural changes involved.

COINS demonstrated the first release of software at the CIS tax testing seminars in November 2005. Based on the feedback, the software has been enhanced and now also offers electronic communication with HM Revenue and Customs (a beneficial though not mandatory element of the new scheme).

Official recognition from HM Revenue and Customs for COINS CIS internet submissions, monthly returns and subcontractor verifications, is expected soon.

## Osborne at the Forefront of Successful Change



Osborne, a top 40 building and civil engineering contractor with a turnover of £250 million and a major player in the Southeast, has achieved success with the effective application of tools from the COINS-etc suite of e-business solutions. Adapting to a period of continued growth, their goal to optimise the traditional P2P (Purchase to Pay) process by rationalising suppliers and removing all unnecessary processes, is being realised.

"Applying e-commerce to our rationalised supply chain allowed us to tackle high transaction costs and inefficiencies (re-keying of data) in the P2P process," says Phil Andrews, IT Director, Osborne. He continued, "A priority in our strategy was identifying ways of speeding up and simplifying the purchasing process, to achieve greater economies of scale as we grow.

Osborne's key focus was initially on e-invoicing with key materials and plant supply chain

partners. Having started the process with Travis Perkins, Osborne now trade electronically with 15 suppliers. This represents 30% of their plant and material purchase invoices and is fast driving towards 35%.

"To maximise the benefits of an e-procurement solution, developing improved relationships with our suppliers has been fundamental,

it speeds up supplier enablement which is crucial. Achieving benefits for both the buying and supplying organisation is key to achieving success," notes Paul McCulloch, Group Supply Chain Manager. "For example, buyers at Osborne save time in placing orders because the supplier effectively places the orders; this leads to fewer invoices queries and thus allows suppliers to be paid more quickly." Osborne is now successfully trading electronically using COINS-etc with key industry suppliers such as Burdens, Speedy Hire, Jewson, Hanson and SIG.

"COINS-etc is a unique market solution offering the combination of electronic ordering and invoicing (e-orders & e-invoices). This combination has effectively reduced Osborne's transaction costs by approximately £5.00 per invoice for the full P2P process. If you consider 'e-invoices' only, the saving per transaction is much lower," states Paul McCulloch. "Further, as the business has grown, the e-procurement project has eliminated the need for an increased head count by as much as 3 staff. This has been achieved through process improvement, the elimination of manually input paper invoices (and associated costs), and automatic matching of invoices to purchase orders," adds Paul.

Osborne's plan is to continue adding further suppliers to e-invoicing and e-ordering where appropriate within their supply chain.

"COINS-etc is unique as a market solution because it offers the combination of electronic ordering and invoicing . . . so delivering greater benefit."