

## In this issue

### Page 2/3

- Major contractors adopt COINS Supply Chain Portal
- Osborne adds CVR to its long line of COINS solutions

### Page 4/5

- Pochin PLC embarks on a Business Improvement Project with COINS
- John Laing Training delivers Higher Apprenticeship programme for NG Bailey
- mGRN: Paper-free app improves receipt-invoice matching

### Page 6/7

- COINS works with Autodesk on its cloud pilot program
- COINS app for Revit passes 10,000 downloads
- Avant Homes moves to the Cloud

### Page 8/9

- Scotia Homes - Another Top Housebuilder chooses COINS
- Inland Homes aims for further growth with COINS
- St. Modwen Homes selects COINS

### Page 10/11

- COINS supports PegasusLife expansion plans
- Independent homebuilder Vanderbilt chooses COINS to aid its growth
- Hooper looks to the future with COINS

### Page 12/13

- COINS Special Interest Group Meetings
- Repeat performance: COINS sponsors Housing Market Intelligence Report
- How to: Use Column Sets in COINS OA
- COINS 11.01 release highlights

### Page 14/15/16

- COINS wins Queens Award for Enterprise
- COINS invests in Fulcro Engineering Services
- COINS UK office continues to grow
- Celebrating 10 years of Stepping Stones School
- Building schools with Build It International



## Major contractors adopt COINS Supply Chain Portal



Contractors and their supply chain partners constantly seek new ways to work as efficiently as possible. That is why leading UK construction companies Morgan Sindall and VINCI Construction UK have partnered with COINS to launch the COINS iPortal to their supply chain partners.

COINS iPortal is a multi-contractor, multi-vendor cloud service for supply chain collaboration. It consolidates major supply chain processes under one web-based system, including pre-qualification, vendor vetting and approval, performance measurement, 360° relationship assessment, and tender communications.

Barbara White, Head of e-Business for COINS, remarks, "COINS works in partnership with our customers to help improve their business efficiencies. We welcome the contributions Morgan Sindall and VINCI Construction UK have made during this collaboration, with the goal of delivering efficiency savings for supply chain management and procurement."

### COINS iPortal at Morgan Sindall

Morgan Sindall uses COINS iPortal to provide its subcontractors and other supply chain partners with free access to trading relationship data such as order and bidding history. Morgan Sindall and its subcontractors also use COINS iPortal to give feedback on each other's performance, with a view to continual improvement against Morgan Sindall's exacting safety, quality and programme requirements.

COINS iPortal supports vendor self-registration plus electronic pre-qualification questionnaires (PQQ) either in conjunction with third party service providers - in Morgan Sindall's case, integrating with Builder's Profile - or standalone. "The integration between COINS iPortal and Builder's Profile was key to the project to ensure we maintained up-to-date information on our supply chain," says Martin Pitt, commercial director of Morgan Sindall.

Morgan Sindall provides project performance feedback assessments to its supply chain partners through the COINS iPortal. Likewise, it can invite key supply chain partners to assess Morgan Sindall through a 360° relationship assessment. This use of iPortal complements Morgan Sindall's emphasis on collaborative working and building long-term relationships, helping to fulfil its ISO 9001 and BS11000 requirements. Martin Pitt comments, "Good working relationships are key to a successful partnership and can only be achieved through effective communication and expectation exchanges between ourselves and our supply chain partners. The collaboration with COINS and its iPortal will assist us in achieving open and honest long-term working relationships and to efficiently share views and ideas."

### COINS iPortal at VINCI Construction UK

VINCI Construction UK was looking at better ways to manage its supply chain, particularly PQQs and approvals which were costing approximately 22,000 man-hours to complete annually. VINCI Construction UK is using COINS iPortal to facilitate the prequalification and approval of its subcontractors using the COINS integration to Constructionline, thus eliminating unnecessary repetition of PQQ input and improving efficiency.

Neil Mant, National Supply Chain Manager for VINCI Construction UK comments, "The fact that COINS iPortal integrates with Constructionline was key to our decision to implement the solution. Constructionline is Government endorsed and PAS91 compliant, which was also important in meeting our internal requirements."

COINS iPortal data will help VINCI select, monitor and measure its supply chain more efficiently and transparently, in line with VINCI's commitment to treating suppliers in a more ethical way. As well as providing a PQQ selection and approval process, the database of approved supply chain subcontractors provides data on orders raised and their associated performance assessments. The cloud access enables subcontractors to view and comment on the assessment scores.

Neil adds, "COINS iPortal delivers huge efficiency savings not only to our business but also to our supply chain members. It provides us with a fantastic hub for all information relating to our supply chain and enables us to select in a more educated way."

iPortal



## Osborne adds CVR to its long line of COINS solutions

Osborne, a Top 50 ranked construction, civil engineering and property services company, is finding benefits in further consolidating its data in COINS, by adding the web-based Cost Value Reconciliation (CVR) module to its existing solution.

Osborne has a long-standing relationship with COINS, which it prides as a 'very open and honest partnership'. COINS already processes Osborne's management accounts and statutory accounts, so the introduction of the CVR module was a natural

progression. Initially, Osborne had tried its own CVR route using Microsoft® Excel® but found that it was not a time-efficient solution. In fact, when they wanted to make changes to their CVRs, they had to alter up to 500 spreadsheets at one time. With the COINS CVR module, they have just three templates to complete and changes happen almost instantaneously.

### How it works

COINS CVR helps quantity surveyors and commercial managers/directors in the timely production of monthly cost value reconciliations, end day forecasts and cash forecasts. This can be achieved either in an online web interface by generating CVR screens and reports within COINS, or offline with standardised spreadsheets generated and distributed from COINS that are pre-populated with data held in COINS. With the spreadsheet option, surveyors reconcile and update the data in Microsoft® Excel® and the updated detail is then returned to COINS.

Once generated, a spreadsheet can be "checked out" and revised and then "checked in" to update COINS. Enquiry screens provide access to the spreadsheets so that key data is stored centrally and accessible to others instead of residing on the individual surveyor's laptop.

### Capturing information in a "more efficient way"

Time saving was a major factor in Osborne's decision to move to the COINS CVR module. Every open project on Osborne's books has a CVR and the surveyors have to review these every month. This means that Osborne can have over 200 surveyors handling approximately 500 live CVRs at any one time.

Stuart Hammond, Group Financial Controller, Osborne says: "At Osborne we are always looking to improve our processes. COINS helps us to close the feedback loop to the surveyors, and measure how they are doing against the cash flow forecast, which often fell between the cracks before COINS CVR. Previously it took many hours to review in Excel and then extract the cash flow information from the COINS module, so the information came too late. Now all the information is entirely in COINS, and to hand when it is needed. We now have a much greater visibility of contract performance data throughout the organisation.

"COINS CVR is fast becoming our conduit for all forecasting and P&L. Embedded in the COINS system, CVRs are much easier to manage. We can auto-post all of the reconciliations into COINS and quickly produce our P&L and balance sheet. COINS CVR brings huge benefits for the people within the business who look after the budgets, providing timely information right down to transaction level. There are now no spreadsheets to deal with as everything is in the COINS CVR module."

### An everyday tool

Osborne surveyors took to the new system well, and have quickly got used to logging into the core COINS system rather than storing things elsewhere on the network. According to Osborne, their surveyors fully appreciate the benefits of this as a solution.

Stuart says: "The roll out was very effective, and much of the implementation was focused on refreshing our staff on what goes into CVRs. COINS CVR is already improving efficiencies and our governance – we can now be far more agile in what we do."



**COINS recently worked with Top 50 contractor Pochin PLC to identify ways in which improvements to its current COINS implementation and business processes could produce greater commercial benefit and cost savings in the future.**

Any long-term user of a software solution can benefit from a review of its business processes in light of cumulative enhancements in the software. Pochin, a multi-disciplined property and construction company based in Middlewich, Cheshire, is no exception.

## Pochin PLC embarks on a Business Improvement Project with COINS



The company has been using the COINS ERP solution for eight years. The review, together with the reinvestment in IT, comes at a time of significant change within the business as the company gears up for expansion and growth and a full order book for the next 12 months.

A formal business improvement project is now in place, which will deliver several key initiatives over the coming months, including:

- **Review and implementation of optimised COINS subcontract order and certificate processing**
- **Implementation of subcontract workflows to facilitate review and approval in a secure, controlled manner**
- **Introduction of purchase cards (PCards) for site employees, removing process delays for routine purchases within Pochin's preset rules and reducing the volume of accounts payable invoices**
- **Introduction of mGRN by COINS-mobile, linking goods received information from the site directly to Pochin's procurement system**

Charlie Appleby, Group IT and Insurance Manager for Pochin PLC comments, "As a result of our extensive business process review, we are re-energising our COINS solution and taking advantage of the new technologies available within the COINS suite. This project will help us optimise our use of COINS, align our core business processes with our current business strategy and ultimately help improve efficiencies."

## John Laing Training delivers Higher Apprenticeship programme for NG Bailey



**COINS group company John Laing Training ([www.jlaingtraining.co.uk](http://www.jlaingtraining.co.uk)) is providing a Business & Professional Administration Level 4 Higher Apprenticeship programme to NG Bailey's Bids & Proposals team that is helping the company grow and nurture its next generation of professionals.**

John Laing Training (JLT) is one of England's leading providers of the Business & Professional Administration Level 4 Higher Apprenticeship. Equivalent to a Foundation Degree, the programme is designed for talented young A-Level finishers that choose not to follow the University route as well as for established members of staff who are looking to develop their skills.



According to Lee Firth, Professional Development Manager NG Bailey, "NG Bailey has been working with JLT since June 2013 and we have been delighted with the way in which our partnership has evolved and developed. The whole way through the programme it has felt like a pure partnership as opposed to 'having training done to us'. The quality of training delivered has been superb and JLT has demonstrated the agility to mould and shape the content to meet evolving business needs.

"JLT has proven itself to be a top-class training provider and partner and we would recommend them to other organisations looking to engage with the Higher Apprenticeship programme."

Lorraine Tomlinson, Managing Director of JLT, commented "Every single employer we have worked with on the Higher Apprenticeship programme has reaped huge benefit and many are already planning for their next intake of Higher Apprentices."

Other construction companies may be interested in adopting this apprenticeship approach to developing their work force. For further information or to book a meeting to discuss how the Higher Apprenticeship can benefit your business contact JLT on 01707 244544 or [anthony.clarke@jlt.co.uk](mailto:anthony.clarke@jlt.co.uk)



## mGRN: Paper-free app improves receipt-invoice matching

Achieving a full three-way match between invoice, PO and goods received is a challenge when using paper-based documents that can be misplaced or lost. mGRN, a new mobile app from COINS, enables site-based personnel to record goods received in near real time and link the information directly to the office procurement system.

By removing paper from the process, mGRN improves the quality of site-based goods received note (GRN) data, increases the efficiency of the invoice matching process, and provides better service to suppliers and customers.

### Improved receipts data from the field

Using mGRN on a smartphone or tablet, users can view purchase orders for specific contracts on site, check goods against the order, and immediately record the delivery information against the PO. They can also quickly document problems such as damaged items by taking a photo from within the app.

When finished, mGRN generates an electronic GRN; the data stored on the mobile device is sent back to COINS and recorded against PO line items as soon as a mobile signal is established.

### Better quality data and service delivery insight

Implementing mGRN helps improve the efficiency of the invoice matching process and also helps reduce administration costs. No more typos, wrong allocations, handling exceptions, or paying suppliers based on trust. Since receipts are logged against specific POs, actual costs are attributed to jobs automatically.

The GRN information from the field links directly into the office procurement system. The app's automated process ensures the integrity of the data in the office procurement system and eliminates rekeying from paper documents.

### Better supplier and client relationships

The better quality of data enabled by mGRN helps minimize the amount of time spent chasing deliveries, resolving queries, and settling disputes. Problems can be resolved quickly with evidence at hand; signatures, date-stamped photos and even GPS coordinates of where the delivery was received.

Access to electronic copies of GRNs is often an audit requirement and can make a difference in the bid and contractor selection process. By using mGRN technology to streamline the procurement process, COINS clients can demonstrate innovation and service quality to both their suppliers and customers.

## Other mobile apps from COINS

The library of COINS mobile applications continues to grow...

### mCare

Site and mobile operatives, site managers and other site-based staff use mCare to record plot inspections, capture photographic evidence, and process Customer Care tasks. mCare exchanges information seamlessly with the COINS Customer Care workbench.

### mDoc

mDoc provides operational documents and updates to field operatives in a timely manner. It takes paper out of the process, allowing access to a library of documentation with no need to carry large folders or manuals. It offers data security via encrypted transmission, data integrity via version management, and real-time visibility of document

delivery and viewing.

### mExec

mExec provides an executive-level view of key performance indicators (KPIs) and summary data, showing a snapshot of how a company is performing via queries against the COINS ERP system.

### mFM

Integrated with the COINS Facilities Maintenance module, mFM links field engineers to the back-end planning system so they can pick up new jobs and complete and store job data on the device in real time.

### mSite

mSite provides early notification of plot construction status to the sales team using mSite. Primarily used by site managers, mSite allows direct update of construction progress on site and connects to COINS to exchange information with the Construction Workbench.

### mTick

mTick can help achieve less costly site valuations. With it, quantity surveyors can update the COINS VAP module directly from site and add supplemental information such as comments and photos.



mGRN

The partnership between Autodesk and COINS continues, most recently seeing COINS work with Autodesk® 360 and Autodesk BIM 360™ Glue to link design and BIM with COINS Open Architecture.

## COINS works with Autodesk on its cloud pilot program

Building Information Modeling (BIM) is important for any construction firm, with its ability to digitally construct the building to resolve issues cheaply from the office before they turn into expensive on-site changes. BIM is being mandated on more and more projects - both for public contracts and by private contractors and owners, while companies that embrace BIM are seeing cost-savings. In addition, as BIM contains a wealth of additional information, the information can flow into the rest of the business, where COINS is in a prime position to help.

### Construction documents within COINS

Autodesk 360 offers a range of services to create, collaborate, and compute in the cloud. It is a cloud computing solution that provides not only cloud storage, but also CAD software and services based in the cloud to free up the user's hardware processing power.

COINS has been working on linking documents on the Autodesk 360 cloud with the COINS Document Management system. This allows COINS users to view construction documents (including redlined DWG and DWF files) from within COINS in a browser, without any additional plugins or downloads.

### BIM markups and clashes within COINS Project Management

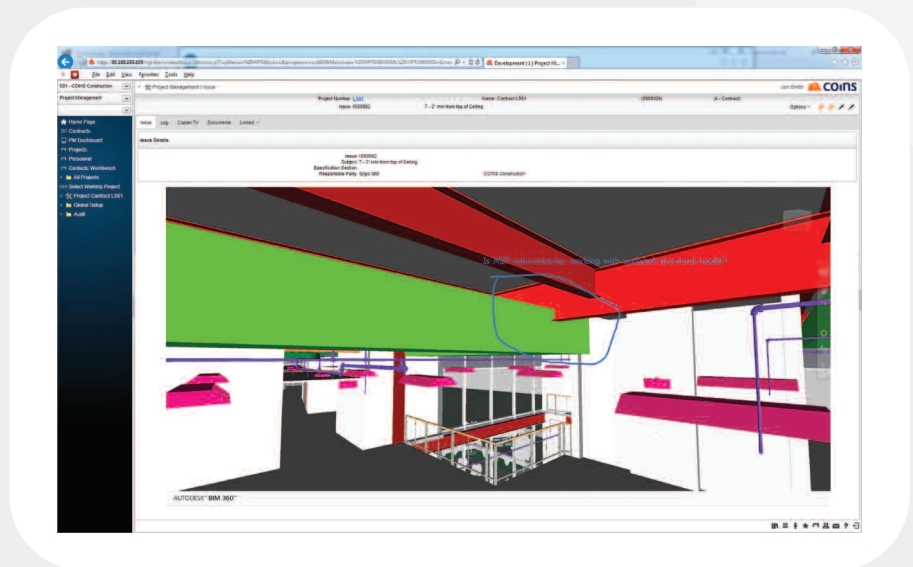
Autodesk BIM 360 Glue is an online BIM coordination and management service that provides anytime, anywhere access to connected project information.

Cloud-based BIM with Autodesk BIM 360 Glue simplifies coordination and clash detection between building disciplines, as well as providing a powerful cloud-based collaboration tool. The COINS/BIM 360 Glue project links views, markups, and clash detections created in Glue with issues in the COINS Project Management module. Rather than a static image, the live model can be seen in Glue through the COINS OA page, allowing navigation using a lightweight browser plugin.

In December, COINS was invited to showcase this functionality in Autodesk's Cloud Pavilion at Autodesk University 2013 in Las Vegas, which is Autodesk's big annual user event.

### Updated COINS BIM Apps

COINS has released new versions of its successful Revit and AutoCAD apps on the Autodesk Exchange Apps store. These apps are some of the most popular and highly-rated on the site. This work showcases the types of tools that COINS can develop to improve productivity and reduce overhead when working in design software. Visit [apps.exchange.autodesk.com](http://apps.exchange.autodesk.com) to download or find out more.



Specialization  
Building  
Civil Infrastructure

Value Added Services  
Consulting Specialized  
Product Support Specialized  
Authorized Developer  
Authorized Training Center  
Authorized Certification Center

## COINS app for Revit passes 10,000 downloads

The COINS Auto-Section Box tool for Revit has hit a milestone, with more than 10,000 unique downloads from the Autodesk Exchange app store by thousands of the world's top construction, architectural, and engineering companies.

The five star rated COINS Auto-Section Box provides speed and agility over three-dimensional views when analysing model areas of particular interest. With it, users can quickly create temporary and permanent views for immediate interrogation of the model or for construction document deliverables.

The COINS Auto-Section Box is free to download from the Autodesk Exchange app store. Please contact the COINS Dallas Office ([info.us@coins-global.com](mailto:info.us@coins-global.com)) for more information.



Avant Homes, a COINS client since 2007, recently migrated its group-wide COINS system to the COINSCloud and is in the process of migrating its corporate IT infrastructure to the COINSCloud.

## Avant Homes moves to the Cloud




Avant Homes, formerly Gladedale, is a major home builder currently developing nearly 1,300 new homes per annum. The company has a turnover in excess of £250m and operates throughout England and Scotland trading under the Bett Homes and Ben Bailey Homes brands.

Avant grew rapidly through acquisitions between 2004 and 2007. As a consequence, at one stage there were 14 different legacy IT systems across the group. In order to consolidate this, COINS was selected as the centralised Group ERP system to provide standardisation across the business.

The impact of Avant's growth and expansion also meant that its IT infrastructure had evolved in an ad hoc manner over a number of years. As a consequence, Avant's IT infrastructure was hampered by ageing equipment with differing levels of support in place, insufficient capacity, limited system resilience, multiple Active Directory domains and Microsoft Exchange servers, ever-increasing resource/time requirements to support the existing platform, and other issues.

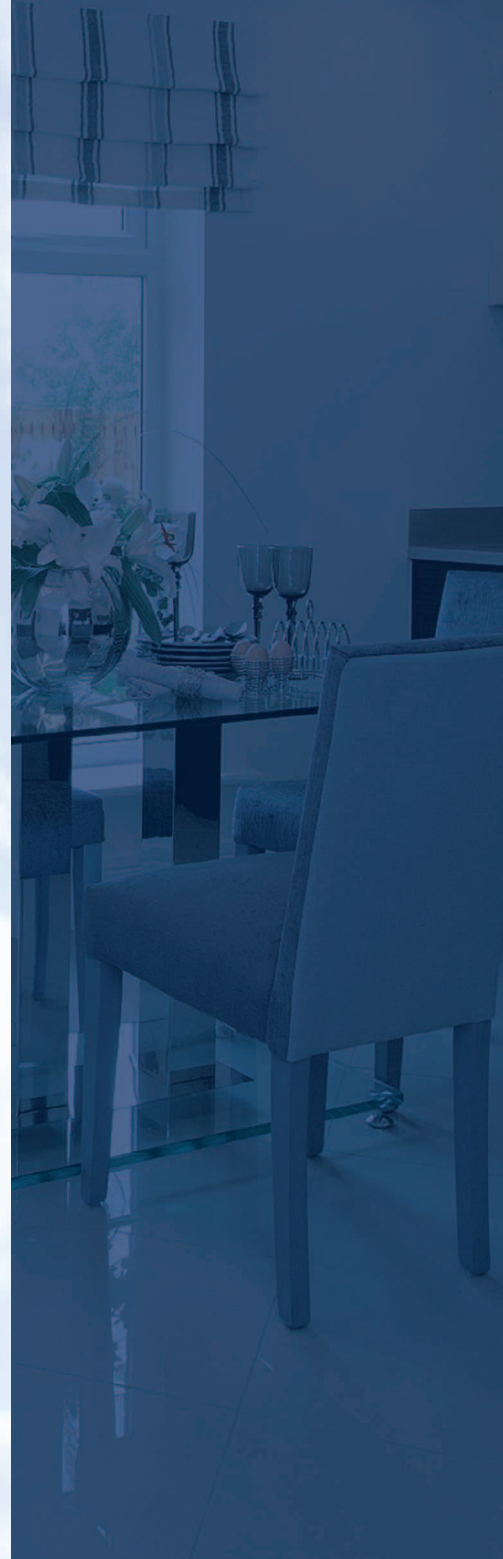
During 2013, Avant and COINS began discussions around how Avant could refresh its current infrastructure and take advantage of COINS' new cloud platform. A self-funding approach was adopted, looking at the projected IT costs over a five year period. This approach also meant that Avant was able to review - and expects to reduce - the operational costs of IT following completion of the transition.

Earlier this year, Avant migrated the COINS application to the COINSCloud and has started the migration of its IT infrastructure to the COINSCloud. Avant is looking to realise the following benefits:

- **Optimisation and standardisation of its Wide Area Network design**
- **Improved business continuity, offering advanced levels of resilience**
- **A server and storage platform optimised for delivering the COINS solution to all areas of the Avant Homes business**
- **Improved system monitoring and administration**
- **Removal of duplicated equipment and consolidation of storage platforms**
- **Consolidated Active Directory and Exchange messaging structure**
- **Provision of virtual server environments, delivering operational efficiency**
- **Consolidated, robust automated backup**
- **Simplified architecture to enable rapid software deployment (e.g. future Microsoft upgrades)**

With COINSCloud, Avant Homes is looking to realise operational cost savings, avoid unnecessary capital expenditure and deliver capacity to support growing business needs.

Avant's CEO Neil Fitzsimmons concludes "We have chosen the COINSCloud to provide the business with an IT platform that will deliver a simplified, resilient and cost-effective IT service to all of our employees."



# Scotia Homes: Another Top Housebuilder chooses COINS

**Top 75 Housebuilder Scotia Homes is currently implementing the COINS house building solution at its head office in Ellon, Aberdeenshire. Formed in 1990, Scotia Homes builds in excess of 150 homes per year. Its main geographical operating area is the North East of Scotland, mainly Aberdeenshire, providing accommodation for the main conurbation areas, a region that is booming from its oil and gas industry. The company's land interest for future developments extends to Dundee in the South and Inverness in the North.**

The COINS system replaces Scotia Home's existing Financial, Procurement and Payroll package, providing more timely financial and management reporting from a single source whilst introducing a number of key business and commercial controls into the company.



The COINS implementation uses the COINS Firstbase model in order to reduce

the implementation timeframe and cost. Phase 1 is complete, with implementation of financials, payroll, procurement and subcontractor payments. The addition of cost value reconciliation (CVR), human resources, asset management, the COINS House Sales solution, customer care and land appraisal is underway.

Carol Beaton, Scotia Homes Finance Director, is pleased with progress so far. She said, "Using COINS has instilled a increased discipline and eliminated duplication, which inevitably will produce time savings in the long run. We are looking forward to running our management reports in COINS as we will now have the flexibility to generate meaningful KPIs at speed, which will in turn be a catalyst for driving business improvement."



**AIM Listed property developer Inland Homes PLC has recently selected COINS to help support the expansion of its business. The implementation started in March with a go-live targeted for the end of May 2014.**

## Inland Homes aims for further growth with COINS



COINS is being implemented at a time when the business is going through significant expansion in terms of new developments and homes in production. Inland will initially implement COINS Financials, Procurement, House Sales (including Web Connection), Customer Care, Document Manager and CVR. Inland is taking a Firstbase implementation supported through the COINS Cloud.

Inland Homes is a dynamic developer of urban regeneration projects around Southern England, with a particular emphasis on residentially led mixed-use schemes on brownfield sites. As a socially responsible housebuilder, its ethos is to deliver high-quality sustainable homes across the community and to enhance the environment in which people live. Inland's proven ability to identify and secure suitable land and property and maximise each project's potential has been paramount in securing its growth and success.

Melanie Hyland, Inland's Group Financial Director states, "The business is expanding rapidly and we needed a new fully integrated system in place to support this. COINS was a natural choice for us given that a number staff have used the system before



and we know that it works for a business like ours. It also means that as we take on new staff, there is a very good chance that they too have previous COINS experience."

Stephen Wicks, Nish Malde and Paul Brett formed Inland Homes in 2005. The three were all previous Board members of Country & Metropolitan plc., which was a COINS client at the time. Stephen directed the growth of Country & Metropolitan plc until its disposal in April 2005 to COINS client Gladedale Holdings plc for approximately £72 million.

The principal objective of the Inland Group is to achieve long-term value for their shareholders. This will be achieved by maximising the value of their portfolio by way of:

- **The sale of sites or phases within sites, with the benefit of planning consent, to other housebuilders.**
- **Development of selected sites by Inland Homes.**
- **Joint ventures with third parties.**

COINS will help Inland Homes align core commercial processes with its current business strategy and ultimately help improve efficiencies that benefit both the company and its shareholders.



# St. Modwen Homes selects COINS

**St. Modwen Homes, the housebuilding part of the UK's leading regeneration specialist, St. Modwen, has recently commenced the implementation of COINS for homebuilders– a software solution specifically designed for the home building and property development industry.**

Following an extensive review of systems over the last few months, St. Modwen Homes selected COINS who will implement a 36-user (70 named) COINS system covering procurement, valuations and sub-contract payments, CVR, construction workbench, financials, house sales (including web connection) and customer care running on the COINS Cloud Platform. This will also include access for all sites.

Guy Gusterson, Managing Director, St. Modwen Homes says: "Since establishment in 2010, St. Modwen Homes has experienced extensive growth and it was vital for us to find an efficient system that would assist our ongoing business practices as we continue to expand. COINS provides St. Modwen Homes with a truly integrated system which allows us to remove some of the manual processes that currently exist, reducing duplication and creating further efficiencies across the business.



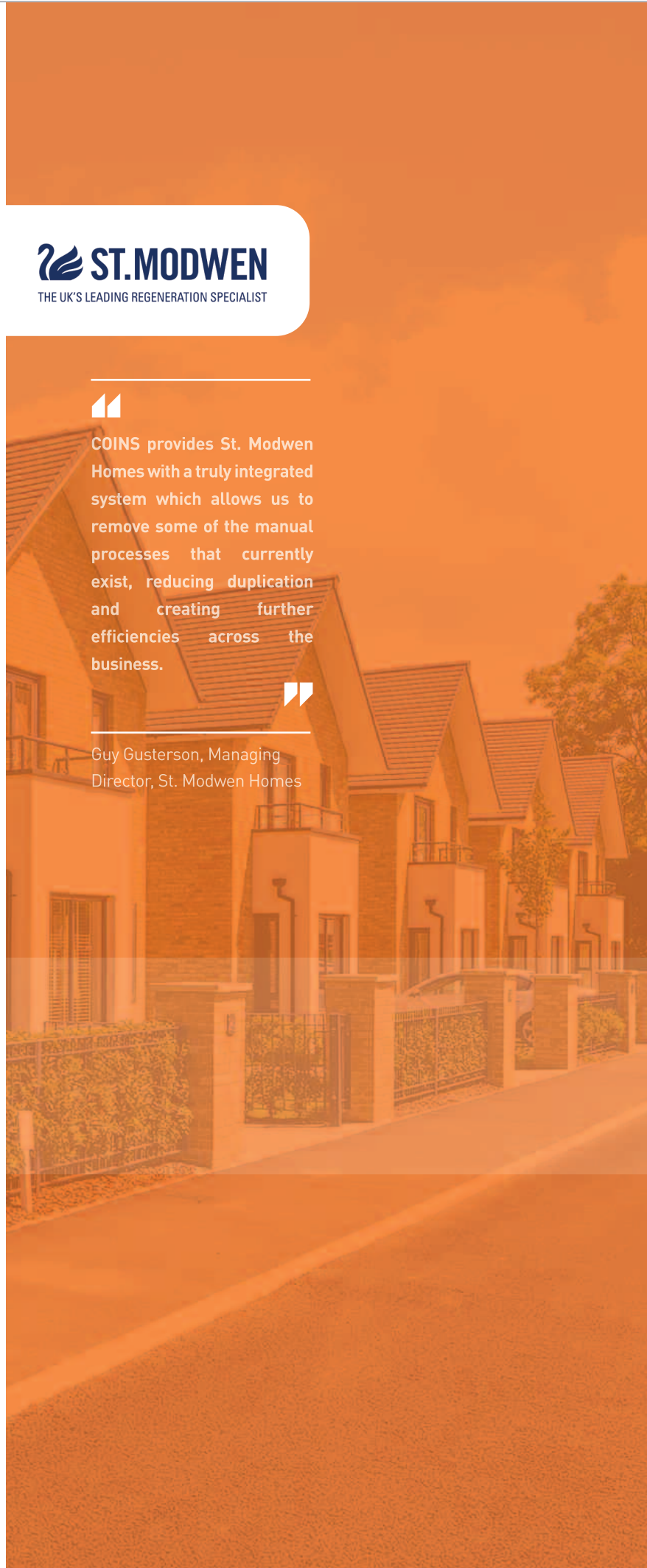
"Another key differentiator for us was around the future provision of mobile-based applications. COINS already has a number of integrated mobile applications available to support some of the key business functions; this is something we will look to implement in the coming months once we have the core COINS system bedded in."

An award-winning housebuilder, St. Modwen Homes currently has nine live sites located across the UK, including Gregorys Bank in Worcester, Glan Llyn in Newport and Locking Parklands in Weston-super-Mare. For further information visit [www.stmodwenhomes.co.uk](http://www.stmodwenhomes.co.uk).



COINS provides St. Modwen Homes with a truly integrated system which allows us to remove some of the manual processes that currently exist, reducing duplication and creating further efficiencies across the business.

Guy Gusterson, Managing Director, St. Modwen Homes



Winchester based PegasusLife has successfully completed a speedy COINS implementation which is now adding value to its expanding business.

## COINS supports PegasusLife expansion plans



PegasusLife is a specialist developer, on a mission to re-invent retirement housing. The company was established in 2012 by Oaktree Capital Management, a major investment organisation with substantial resources and ambitious plans for growth in the sector.

PegasusLife, historically based in Cheltenham, re-located its headquarters to Winchester to be closer to the South East market. A largely new management team with extensive knowledge and experience of the retirement sector has been appointed. They are headed up by Howard Phillips who was previously CEO at McCarthy and Stone. PegasusLife is currently investing heavily in new land acquisitions.

Staff numbers, which have already grown to in excess of 50, are projected to grow dramatically over the next three years to support the company's expansion plans. By employing the best award-winning architects, engineers, interior and landscape designers, as well as thought-leaders in the field, the company is developing exemplar communities in desirable locations throughout Britain and Ireland.

Howard Phillips, CEO, PegasusLife commented, "The Pegasus platform is a great opportunity for a dynamic entry into the sector given the company's heritage. We have ambitious plans and the resources and infrastructure to bring them to life."

To cater for projected growth and future ambitions, PegasusLife needed a solution that would not only provide immediate improvements to its business systems, but be flexible enough to be developed as the company expands. In 2013, a COINS Procurement, Financials and House Sales solution was implemented, run and supported through the COINS Cloud platform. The benefits of COINS are starting to be reaped, particularly in the area of Document Management and Workflow.

Finance & Systems Manager, Michael McHale commented, "The COINS system is widely used across the UK Residential Property Sector. PegasusLife is the third COINS implementation I have been involved in. We were able to implement the core COINS system in a short timeframe which has given the business the foundations for growth. We have now extended some of the initial use of COINS through the introduction of the Document Manager and Workflow modules which are providing the business with significant efficiencies around order and invoice approval."

Some of PegasusLife's recent developments include Atlantic Rise, a development of 29 one and two bedroom apartments in Bude, Cornwall; Malt Yard in Woodbridge, Suffolk, which takes its inspiration from the nearby quayside buildings on the picturesque River Deben; and One Bayshill Road, a development of 51 apartments in a converted Grade II listed building in the elegant Regency spa town of Cheltenham.



## Independent homebuilder Vanderbilt chooses COINS to aid its growth

Vanderbilt Homes, an independent residential property developer based in Beaconsfield, Buckinghamshire, is expanding its recent COINS implementation to further underpin the business expansion it is currently embarked upon.

Rupert Churchill founded Vanderbilt Homes in 2004 in the Oxfordshire market town of Woodstock. The company is now recognised as one of the leading independent house builders in and around the Home Counties.

Vanderbilt Homes selected COINS in the summer of 2013 to support its business processes as it positioned itself to take advantage of the signs of economic recovery in the home building market. It initially implemented a five-user system covering Financials, Procurement, Valuations and Subcontract Payments, Cost Value Reconciliation and House Sales. The implementation was based on COINS Firstbase and supported through the COINSCloud managed services platform.



Since then, the company has doubled its staff and the number of live developments has increased from 3 to 8. Vanderbilt is now looking to add more to its COINS implementation,

developing its use of the House Sales prospect management facility by integrating COINS to its website, and further extend its use of valuations and subcontractor payments.

Vanderbilt's Financial Controller, Darren Whatman comments: "The company is going through a significant period of growth. We had outgrown our current fragmented systems and we were conscious that the business needed better integrated systems in place to underpin our growth. COINS was implemented to provide the foundations for this growth – we installed the system at the end of last year and are now looking to extend its use."

Vanderbilt Homes is defined by the eclectic mix of high quality housing it builds, with properties ranging from traditional homes in a rural setting, to contemporary designs and townhouse developments.



Full service electrical power and mechanical contractor Hooper Corporation ([www.hoopercorp.com](http://www.hoopercorp.com)) celebrated its centennial in 2013 looking at the past and planning for the future.

Hooper, headquartered in Madison, Wisconsin, has extensive experience in completing large and complex projects throughout the continental USA and Canada. A privately held company, it has grown from a small heating/piping company to today's diversified mechanical and electric power contractor under the leadership of several generations of hands-on professional owner-operators.

With 100 years of success behind it, Hooper is planning ahead for continued growth and expansion over the next hundred. With its ambitious goals, Hooper needed to ensure that the right systems are in place to support this growth. In early 2014, with due diligence and after performing a complete ERP software evaluation, Hooper selected COINS.

Michael Blaschka, Hooper's Director of Information Technology, commented, "We conducted an extensive search and looked diligently at a variety of options. We decided that COINS offered the most comprehensive solution for our needs, combining both construction and service. The COINS Open Architecture (OA) platform with its modern web browser interface and mobile capabilities offer the flexibility to get information into the field and to the most appropriate device."

Over the next 12 months, Hooper will implement COINS OA including modules for Financials, Job Costing, Service Management, Schedule & Dispatch, Mobile Technician, Customer Relationship Management (CRM), Payroll, Human Resources, Purchasing Cards (Pcards) and Tableau for business intelligence.

The multi-currency and multi-lingual capabilities that Hooper required are standard features of COINS and as a self-perform business, support for certified payroll across multiple states, localities, and unions was essential.

"COINS has a proven track record and extensive experience working in the construction and service sector. This gives us great confidence in the COINS team and their ability to deliver a successful solution." concluded Michael. "We know COINS cares about our outcomes and as an organization their culture and values are aligned with ours which is an ideal foundation for a long term business partnership."

# Hooper looks to the future with COINS



COINS has a proven track record and extensive experience working in the construction and service sector. This gives us great confidence in the COINS team and their ability to deliver a successful solution.



Michael Blaschka, Director of Information Technology at Hooper



Crews installed 500 kV steel monopole structures during the summer of 2013 in Alberta, Canada



## COINS Special Interest Group Meetings

COINS is continuing to build on the success of its Special Interest Groups (SIG) by opening the series of workshops, presentations and discussion forums to all users across the COINS community, on a first come, first served basis

At each SIG meeting, members of the COINS community have the opportunity of share knowledge and tips with other COINS users, give feedback on aspects of the solution, see what's currently available in the latest release of the software and see what's on the Product Roadmap for the upcoming COINS releases including current and future mobile applications.

Session	Date	Presenters
Business Intelligence & Reporting	22nd October 2014	Kerry Brown, Tim Allen
COINS Financials	12th November 2014	Jim Etherton, Philip Miller, Suz Chapman, Hugo Fonseca
COINS Contractors Solutions	3rd December 2014	Chris Knight, Ewan Hughes, Dhruv Bhagat

The sessions are open to all COINS customers but numbers are limited. For bookings, please contact Pauline Sargent: phone 01753 501078; e-mail pauline.sargent@coins-global.com.

Each half-day session will take the format of:

1. A presentation and overview of the highlights of the latest COINS release including customer feedback (1.5 hours)
2. An open discussion of current issues and forum for feedback, driving discussions around best practice use of the COINS modules and functionality ( 1.5 hours)
3. A presentation and discussion of what is on the roadmap for the next COINS release in development and beyond (1 hour)

The planned schedule for the rest of 2014 is as follows. All sessions are held at COINS in Slough and run from 10 AM to 2 PM, with a break for lunch at The Cookie Bar.

## Repeat performance: COINS sponsors Housing Market Intelligence Report

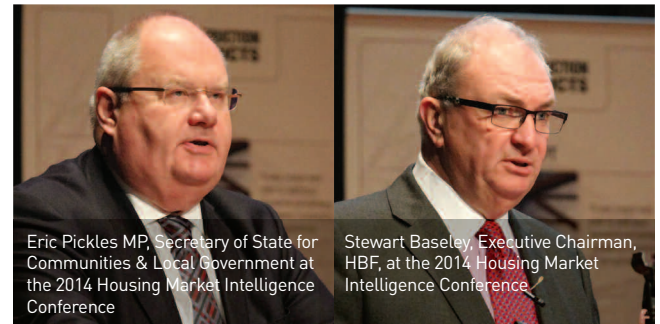
For the second year running, COINS sponsored the Housing Market Intelligence (HMI) Conference. The 2014 event, held in London on 8th October, focused on how the industry can meet the supply challenge and launched the annual Housing Market Intelligence Report, which is regarded as essential reading for everyone with an interest in the private home building industry.

The annual Housing Market Intelligence report provides invaluable information on how the UK's top 75 housebuilders are performing and includes detailed industry analysis, expert papers and key statistics. HMI is run in association with Housebuilder Media, a subsidiary of the Home Builders Federation (HBF), and attracts high level guest speakers and senior executives from both government and industry.

This year's HMI Conference was an upbeat affair, as the UK Home Building industry considered the challenges of a market upswing that is only constrained by production capacity and the availability of suitable land for development. Secretary of State for Communities and Local Government,

Eric Pickles delivered the keynote speech and told the audience that central government would do what it can to support the industry but that local government also has to play its part. Suggesting that local authorities often failed to address planning considerations professionally and, borrowing a phrase from the Spiderman movie, he said that they must recognise that "with great power comes great responsibility."

Later Barratt CEO Mark Clare highlighted how much better new homes are than they used to be and challenged the industry to do more to speak up for itself. A star turn was delivered by Professor Paul Cheshire, Professor of Economic Geography at the LSE. Cheshire presented with humour and gusto his proposition that current Green Belt legislation and dogma prevents many of the best potential residential development sites from being utilised.



Eric Pickles MP, Secretary of State for Communities & Local Government at the 2014 Housing Market Intelligence Conference

Stewart Baseley, Executive Chairman, HBF, at the 2014 Housing Market Intelligence Conference

Over the years, COINS has built a substantial client base in the UK home builder market. This year's report confirms the standing of COINS clients: over a third of the top 75 housebuilders are COINS clients, and COINS clients accounted for over 50% of revenues generated in UK home building.

Please visit the COINS website for more information from this year's report: <http://www.coins-global.com/hmi2014>




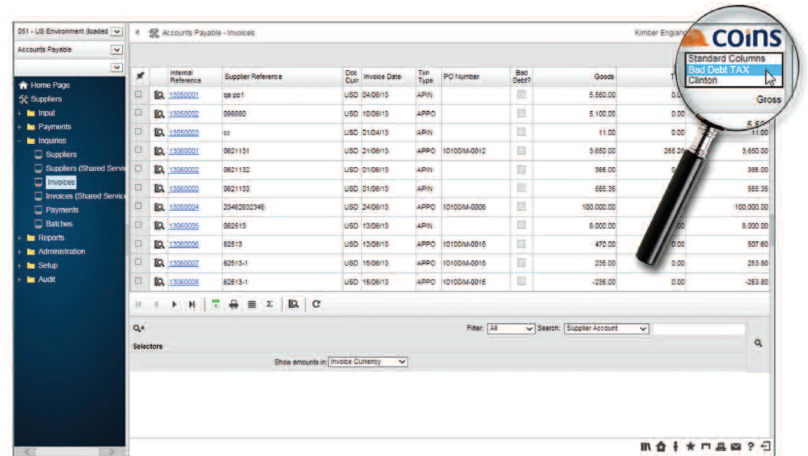
# How to: Use Column Sets in COINS OA

Column sets enable users to display different columns of data in many COINS OA browse screens. Column sets can be very useful for users such as finance and accounting personnel who frequently need to browse lists and use multiple entries. One of the advantages of column sets is that different users, or the same user at different times, can focus on and use different details from the same data rather than being limited to the system's default set of columns.

When column sets are available for a function, a Column Set selector appears at the top right of the screen so the user can choose which column set to display. COINS remembers which column set the user chose and the same columns will show the next time the user accesses that screen.

Starting with v11.01 of COINS, it is possible to set up frozen and scrolling columns. The person who defines the column set can choose how many columns are frozen (i.e., always remain on the screen) while the remaining columns scroll left and right.

Column sets are typically pre-defined by the system administrator but configuration and user security can be set to enable users to define column sets for personal and potentially global use. Please refer to the COINS online documentation for details about defining column sets and configuration, by using the  button and then selecting User Guide > Browse Screens > Column Sets.



Column sets help the user focus on the important information for the task at hand. This Invoice Enquiry includes the Bad Debt, Goods and VAT columns instead of the default columns, which may be less relevant. In this example, the dropdown also lists a personal and a regional column set.

**Notes:** Column sets are only available on those screens set up by COINS to allow them, and only using the columns defined by COINS. The SY/COLSETS parameter controls whether users are able to use column sets. To allow some users to use column sets and not others, use the Column Sets field in System > User Maintenance.

## COINS 11.01 release highlights

The COINS v11.01 release was issued in June 2014. Some brief highlights appear below; please consult the full release notes for more details of these and other improvements.

Please contact COINS before upgrading to v11.01 to ensure that the latest service pack updates and information are available to you. Also note that COINS v11.01 requires a Progress upgrade to Progress Open Edge v11.3. Please contact COINS if you require advice or more information on planning upgrades.



- COINS OA v11.01 supports Internet Explorer v9 and v10 (and v11 in v10 mode), and Google Chrome.
- Data Marts in Commercial Manager capture variation data, subcontract variation data, and contract cost and revenue data.
- VAT Returns Workbench and Reconciliation Report enhancements.
- Development Replan Workbench added.
- VAP Rebates functionality extended to provide greater flexibility and a review workbench for processing and approving claims.
- CVR Framework changes including frozen columns, Contract CVR browser, and Notes column.
- Improved configuration of House Sales letter, email or SMS templates.
- Changes to the FM Scheduler: filters plus colour highlighting for tasks put on hold by an operative.
- Ability to link FM Worksheets to JC Timesheets, rather than Payroll, to support more detailed costing.
- UK Payroll RTI changes for 2014.
- More flexible SC Certificate breakdown costing.
- Day-to-day management and configuration of eCommerce now available in COINS OA.
- Updates to Subcontractor and Supplier search routines in COINS for vendor capabilities and geographical area from connected iPortal data.
- User and password security enhancements.
- Extended user-defined menus.
- New button on Report Status workbench to re-run a report.
- New utility to define and configure templates for the emails used when sending documents and reports from COINS.

The next scheduled COINS release, COINS 11.02, is scheduled for November 2014. Please keep your eye on the Client Area of the COINS website for an announcement when it becomes available.  
[http://www.coins-global.com/cp\\_root/h/Home/Client\\_Area/8/](http://www.coins-global.com/cp_root/h/Home/Client_Area/8/)

**COINS has won the Queen's Award for Enterprise for International Trade 2014 in recognition of its substantial growth in overseas earnings and commercial success in the construction sector. Between 2011 and 2013, COINS' direct overseas turnover increased by 65% and group net profit increased by 144%. COINS' international presence expanded with offices in the United Arab Emirates in Sharjah and Dubai.**



## COINS wins Queens Award for Enterprise

On 14th July, an evening reception was held at Buckingham Palace to celebrate the companies recognised by the Queen's Award for Enterprise 2014. Derek Leaver (Group Deputy Chairman of COINS and Chief Executive of COINS USA) and Mary Baumes (Chief Operating Officer of COINS USA) represented COINS. Interestingly, COINS was the only software company to be awarded the accolade this year.

Of the reception Derek said, "It was an honour to represent the company at Buckingham Palace and to meet the Queen. The success and international growth of COINS is due to our excellent employees, not just those working through our offices in the US, Middle East and Australia, but also those in the UK. It is great to receive independent as well as such prestigious recognition for our efforts."

Later in the week, the Lord Lieutenant for the Royal County of Berkshire, Hon Mrs. Bayliss, visited the COINS head office in Slough. The award was formally conferred by a Grant of Appointment, accepted on behalf of COINS by Nigel Cope, CEO Emerging Markets. Technical Director Tim Armitage accepted a crystal bowl carrying the Queens Award for Enterprise emblem.

Mrs. Bayliss said, "COINS has had an astonishing rise in its development and this recognition for your achievements is wonderful for not only the COINS employees, but for the Royal County of Berkshire. The Queens Award is a much desired accolade and you should all be extremely proud of your accomplishments."



Recognising the benefit that BIM and digital prototyping can provide to the construction industry, COINS has invested in BIM-enabled virtual design and construction services company, Fulcro Engineering Services. Both businesses believe that they will benefit greatly from each other's knowledge and expertise, complementing each other in the shared goal of creating project certainty.

COINS and Fulcro have the shared vision of combining the development of software and the application of 3D digital prototyping in order to deliver better, more robust information at the right time. This will help customers of both companies with their design and cost plan of work process, while continuing to support construction and manufacturing to operational levels of detail, through to the transition of data for facilities management and operational maintenance.

Deputy Chairman of COINS Derek Leaver explains, "We have been successfully providing software solutions to the construction industry for over 20 years, from 3D CAD systems through to specialist ERP systems. Using 3, 4 and 5D models in one guise or another has been spoken about for many years, and is now finally being mandated by clients. It is also being recognised by construction companies as a cost saving benefit if applied correctly. However, we find that much of the industry is yet to understand the full capabilities of BIM, or how they can go about implementing it."

"We have partnered with Ben Haldin and his team at Fulcro, as they are specialist Design Engineers - practitioners in the industry, not software developers - and have been using 3D design to cost projects, check coordination, and validate designs for major clients and construction companies for over 12 years and are widely recognised as experts in the world of BIM. Drawing on their extensive real life experience and knowledge will help COINS to design and deliver BIM solutions for our clients."

Ben Haldin, Managing Director of Fulcro, added "Fulcro and COINS already have commonality across our customer portfolio, we have also been downloading and using 3D COINS apps from the Autodesk web site to help us in our business prior to having any conversations with COINS. As a company reliant on 3D design applications, working with COINS as a supplier but also as a partner will be a great benefit to the Fulcro business and what we can deliver to our clients. They can provide us with capabilities we have been waiting for but have not seen in the market yet."

## COINS invests in Fulcro Engineering Services



COINS UK office continues to grow



**Andrew Boughton**  
Development Support  
Coordinator



**Alexander Hay**  
Project Manager



**Deepak Syal**  
Service Desk Analyst



**Lee Weaver**  
Business Intelligence  
Consultant



**Jason Sykes**  
Facilities Management  
Consultant



**Prerna Kapoor**  
Application Support  
Analyst



**Anum Mian**  
iOS Developer



**Chris Cawthorn**  
Sales Executive



**Ciorsdan Glass**  
Digital Communications  
Officer



**Rajesh Tappu**  
Applications Support  
Analyst – Mobile



**Mohamed Javeed  
Thettilyil**  
Tech Support  
Administrator



**Devinder Toora**  
Database  
Administrator/Developer



**Nuno Luis**  
Android Developer



**Henna Hamid**  
Accounts Assistant



**Sarla Makwana**  
Platform Developer for  
COINS-Mobile



**David Finch**  
Project Manager



**Vicky Kent**  
Project Coordinator



**Richard Gill**  
Sales Executive



**Abdul Khayum**  
Digital Content  
Administrator



**Aatiq Khurshid**  
Application Support Analyst



**Phil Nurse**  
Financial Consultant



**Nishita Kapadia**  
eBusiness Developer

On Saturday 12th July, over 500 guests gathered at Sundial House in Surrey for the 10th Anniversary Celebration of Stepping Stones School. Friends, family, students and staff joined together for the festivities and were treated to a range of activities including zorbing, laser quest, tennis, swimming, a bouncy castle and other fairground attractions. The sun shone brightly and the atmosphere was friendly and relaxed. Live performances took place onstage from the students at Stepping Stones, and other artists. In addition to the entertainment, guests enjoyed Spanish paella, hog-roast, cookies and cakes from the Cookie Bar, and plenty of ice-cream.

## Celebrating 10 years of Stepping Stones School

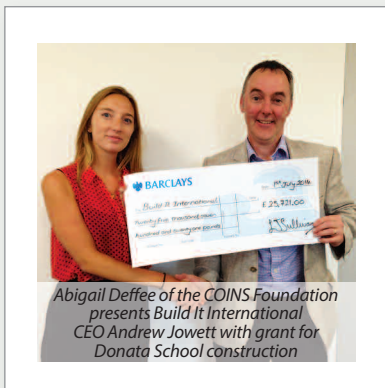
The school, which opened in 2004, assists children with disabilities in their education through additional support and a caring, fun environment, enabling them to fulfill the potential that they may have struggled to achieve in a mainstream school. As a result of the unique environment and the dedication and skills of the staff involved, Stepping Stones has flourished both in size and reputation, expanding from the initial three students in 2004 to now with 37 students on roll. The plans for the expansion of Stepping Stones at the Undershaw site were unveiled on stage by David Forbes-Nixon. These new plans for the school provide a great platform for the students to develop into confident and independent young men and women.

The day left Anne Hayes, chair of governors at Stepping Stones, reminiscing over many happy memories at the school and wondering "Where did those ten years go? A significant number of lives have been transformed here..."



**Andrew Jowett, CEO of Build It International, recently visited COINS headquarters in Slough to deliver a presentation to COINS employees on its work in Zambia. Build It trains young Zambian men and women in construction to give them the skills they need to earn a living and provide for their families. COINS Foundation has supported Build It since 2010, beginning with support to build Kawama Secondary School. Since then, the Foundation has supported builds of two further secondary schools, as well as Donata School for the Disabled.**

## Building schools with Build It International



Abigail Deffee of the COINS Foundation presents Build It International CEO Andrew Jowett with grant for Donata School construction

Donata School opened its doors in July 2012, much to the joy of the school's founder, Donata Kulunga. Donata is passionate about the provision of education to disabled children and visited Stepping Stones School when she was in the UK last year. The visit gave Donata the opportunity to see if any of the teaching techniques that are used at Stepping Stones could easily be adopted in Zambia.

Donata School is the only school for 100 miles that provides specialist education for children with disabilities, including deafness, partial blindness, learning and physical disabilities. The school is making a huge difference to the lives of children who otherwise would not have the chance to access an education.



A recent grant of £25,721 from COINS Foundation funded a project shortfall, and Build It is now able to build a new teacher's house at the school. The construction of further teachers' accommodation will trigger the Ministry of Education (MoE) to provide a teacher who is trained in special needs education, ensuring that the pupils at the school have access to the best quality education.

In Zambia, families tend to focus their limited resources on their able-bodied children, meaning that disabled children have few opportunities. The further work at Donata School allows Build It to train six young men and women in construction skills through the Training into Work programme. They will learn the required skills to take their TEVETA trades test. This will afford them work opportunities in the future and allow them to provide for themselves and their families, as well as have a positive impact on their communities.