



Turner & Townsend, UK

Facts at a Glance

Company: Turner & Townsend, UK

Website: www.turnerandtowntsend.com/

Description: Turner & Townsend is a global professional services company headquartered in Leeds, United Kingdom specialising in programme management, project management, cost management, and consulting across the property, infrastructure, and natural resources sectors.

Employees: over 8,400

Industry: Construction

Country: UK

Products Used:

- EcoSys

Key Benefits:

- Best Practice process and procedure embedded in digital tool set
- Fully managed service for all Project Control software applications
- Digitisation of client's PMO creating efficiencies in resource
- Enhanced Reporting driving performance

Turner & Townsend improves project performance and visibility using EcoSys™

Identifying Goals

Turner & Townsend (T&T) is a global professional services company headquartered in Leeds, United Kingdom, specialising in programme management, project management, cost management, and consulting.

Emerging from the COVID pandemic, T&T's Client, Heathrow Airport recognised the need to enhance existing processes, procedures, tools, technology and reporting in order to better manage their portfolios, programmes and projects. Their goal was to enhance their visibility of performance data to support more informed decision-making across the enterprise, including project selection, incremental works authorisation, delivery performance and overall management of the capital plan.

Heathrow Airport appointed Turner & Townsend to enhance the existing PMO by:

- defining Integrated Project Control processes and procedures;
- replacing legacy systems and intensive excel with best-in-class software solutions
- automating reporting outputs aligned to user requirements

Overcoming Challenges

Heathrow Airport is the world's busiest airport and one of Europe's most important transportation hubs. In addition to being a transportation hub for passengers, Heathrow is also a critical hub for cargo.

Heathrow's current process, procedure and systems architecture required enhancement. The system landscape consisted of legacy systems that operated in isolation and did not share data; reporting outputs were labour-intensive, and processes and procedures needed to be more consistently applied.



Lack of integration resulted in additional resources, duplication of effort, manual intervention and double data handling. For example, the project team spent several hours manually inputting data into various systems from spreadsheets they had created from different sources.

Additionally, reporting was static, and any ad-hoc requests for information outside the standard month-end requirements took a lot of work to compile and deliver.

Heathrow recognised the need to transition from Excel to enterprise systems for cost, change, performance, schedule and risk integrated into a single data repository so that users see real-time data instead of waiting until end-of-month reports are generated.

Realizing Results

Turner & Townsend did an internal assessment of the tools on the market and went through the requirements for Heathrow. They selected EcoSys as the cost, change, performance and portfolio management solution.

The EcoSys application supported the digitisation of enterprise-wide processes and procedure (Portfolio management; Project Selection; Gateway approvals, Change Control, Financial Control and Performance Management). EcoSys was able to integrate seamlessly with other Enterprise-wide systems (e.g., Oracle). The application integrated seamlessly with the data warehouse, with data updates three times a day, providing real-time visibility of performance data to the client teams.

In addition, the Hexagon Team also carried out six weeks of training for Turner & Townsend to use EcoSys, starting with awareness to process step training/instructions followed by four months of integration consultation. Approximately 60 users use the current system. The system currently manages 500 live projects, including construction, operations and technology.

“EcoSys has been a perfect fit for our client’s requirements due to its out-of-the-box configuration. We could get it up and running without involving our client’s IT team. Since then, there have been regular improvements to the system that have made it even more efficient”, says Dan Ryan, Account Manager, Turner & Townsend. “EcoSys was able to provide us with data that is as reliable as the current one but more efficiently,” he added.



Team Hexagon was extremely easy to work with. They were always accommodating to our needs, offered advice when needed, and used their collective experience to come up with the best solution for us.”

Dan Ryan, Account Manager, Turner & Townsend

Moving Forward

Turner & Townsend is delighted with the new system, which has been implemented as planned, on time, and within budget. The client is keen to work with EcoSys again in the future, as they have been very flexible in adapting the project to meet their needs.



We have many exciting plans for our company's future. We're looking to expand our supply chain integration, and we would love to have EcoSys on board as a partner in this process."

Dan Ryan, Account Manager, Turner & Townsend

The T&T team demonstrated, with input from Heathrow, firstly the need to have a Cost Management System (CMS) and then secondly the need to have a CMS that would be implemented as close to the "off the shelf" product as possible. They engaged with Heathrow to ensure the selection of EcoSys as our CMS was the best selection possible. It felt much like Heathrow's decision to select EcoSys as our CMS. Once selected, T&T gave Heathrow the right-sized team to investigate the current CMS and ensure that EcoSys not only gave the same data as the current one but also delivered it more efficiently. The process was carried out exactly to the schedule agreed upon at the contract's start. I enjoyed working with this team as I knew the team had the knowledge and the desire to go above and beyond to ensure I got the best product and the most pain-free rollout achievable. They also kept me updated throughout the process, so every issue was dealt with immediately. It really was the best changeover and delivery of a new tool and process I have ever dealt with. All training was set at the correct level for the different types of people being trained. This was key to ensuring buy-in from all levels was achieved from day one."

Ben Jones , Head of Capital PMO, Heathrow Airport Ltd



About Hexagon

Hexagon is a global leader in digital reality solutions, combining sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity, quality and safety across industrial, manufacturing, infrastructure, public sector, and mobility applications.

[Hexagon's Asset Lifecycle Intelligence division](#) helps clients design, construct, and operate more profitable, safe, and sustainable industrial facilities. We empower customers to unlock data, accelerate industrial project modernization and digital maturity, increase productivity, and move the sustainability needle.

Our technologies help produce actionable insights that enable better decision-making and intelligence across the asset lifecycle of industrial projects, leading to improvements in safety, quality, efficiency, and productivity, which contribute to Economic and Environmental Sustainability.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 24,000 employees in 50 countries and net sales of approximately 5.5bn USD. Learn more at hexagon.com and follow us @HexagonAB.