GenAI and Business Improvement

arcpartnership

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Delivering Real Value, **Together**

Nottinghamshire County Council | SCAPE

About us

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RIBA Chartered Practice

RICS® Regulated by RICS

- **3,821** Projects
- **£433m+** Projects by value
- **72,011** Scheduled services
- **50,411** Arc Assist calls
- **55,214** Responsive Maintenance Jobs Raised

- Project and commercial management
- Architecture
- Planned and reactive maintenance
- Multi-disciplinary design
- Client agent and strategic advice

Our team
107
Local employment
92%

Kerry Foster • 1st
Architectural Technologist at Arc Partnership
1mo •

I'm excited to share that I will be returning to Arc Partnership after a year long break to complete my studies, having previously undertaken a placement with the practice.

Context for Gen AI (Co-pilot) use

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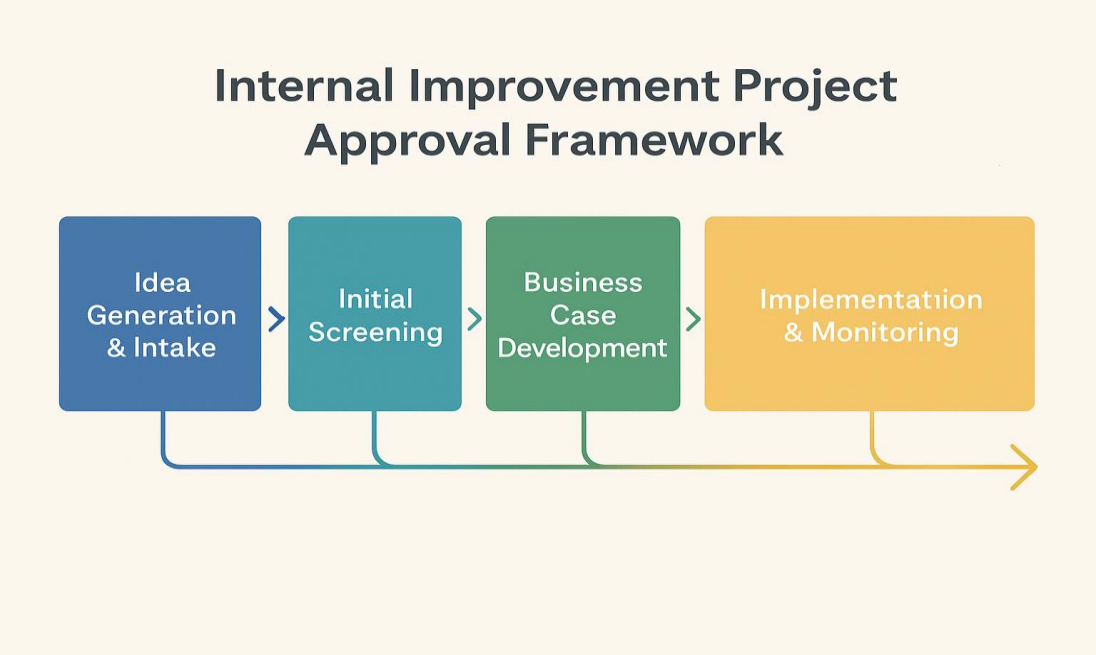
AEC organisation

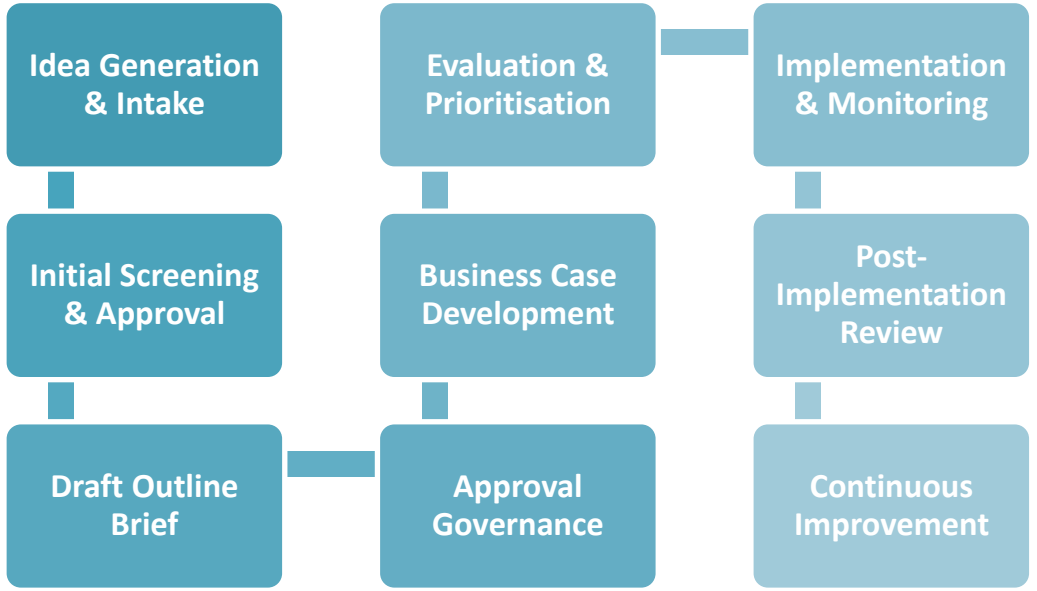
- Professional and technical work
- Operate a shared business support function supporting range of functional teams (architects, engineers, project managers, surveyors)
- Team role covers traditional administrative roles, technical tasks, business change and improvement, risk administration, client reporting routines

IT architecture

- Co-Pilot on Office 365
- Sharepoint business but MS Co-pilot being deployed locally
- AI not integrated onto business sharepoint or using company “voice” through document libraries (yet)

Normal Internal Improvement Approval Framework





Copilot Internal Improvement Approval Framework

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Ideation

- Invited interest – team members request Co-Pilot lisenses.
- Accompanied by short statement of intent
- Line manager support.

Conditional trial

- Time limited trial – 3-12 weeks.
- **Commitment -** report back, evidence benefits, share learning

sOutcome

- Positive – retain pilot lisense; adoption of GenAI informed process - employee as change agent
- Negative – recover license cost; preclude abortive work

- Simplified, lean approval process
- Democratised – anyone can ask; bottom-up ideation
- Constrained risk – fail faster; most effective ideas carried
- Shared learning – fail forward
- Every team member becomes an agent of change

Key Areas of Trial

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Document Summarisation & Reporting

- Summarising feasibility reviews, workshops, and executive board updates for projects (e.g., South Wolds, Ravensdale SEN, Fairham Pastures).
- Condensing long transcripts into concise reports.

- **Reduced manual review time from 2–3 hours to 15 minutes per report, annual impact: 104 hours saved (weekly activity).**

Process Automation & Compliance

- Comparing Common Assessment Standard (bidding/PQQ) question sets, eliminating repetitive manual checks and increasing accuracy.
- Creating evaluation logs and excel trackers.

- **Estimated savings: 1–2 hours per compliance review; 30 minutes per tracker setup, annual impact: 18 hours saved (monthly activity).**

Key Areas of Trial

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Meeting & Planner Integration

- Generating meeting summaries and action items.
- Prioritising overdue tasks in Microsoft Planner.

- **Estimated savings: 30–45 minutes per meeting recap, annual impact: 26 hours saved (weekly activity).**

Project Management & Strategic Analysis

- Drafting justifications for IT solution adoption, highlighting efficiency benefits.
- Reviewing GIS platforms and preparing structured unbiased evaluations for project team members review and decision-making.

- **Pros/cons and cost analysis (50% faster analysis, from 4 hours to 2 hours).**
- **Estimated annual impact: 8 hours saved (quarterly activity).**

Measurable Impact and Recommendations

Measurable Impact:

- **Significant Time Savings**

The trial saved approximately 168 hours annually by streamlining documentation and compliance tasks.

- **Improved Governance**

Automation ensures adherence to compliance standards like GDPR and ISO, enhancing organisational governance.

- **Fostering Innovation Culture**

Integrating AI tools into workflows encouraged innovation and demonstrated secure, compliant AI usage.

Recommendations:

- **Leverage Copilot for Efficiency**

Continue using Copilot for summarisation and compliance to maximize efficiency and operational gains.

- **Formalise Best Practices**

Develop and implement Copilot guidelines covering data privacy, compliance, and workflow integration for consistent use.

Outcome and Finding Meaning

160+ person hours per employee:

- 8% productivity gain.
- One month per year of additional working time.
- Extrapolated across the team = half a post in a team of seven.

Business Support team could now:

- Support an additional business process?
- Have a more active involvement in capturing feedback and activating continuous improvement?
- Take additional administrative pressure away for professional colleagues?
- Work on business change?
- Invest in personal development?
- Work fewer hours? (Many team members are parents / carers)