



OUR OPERATOR APP

ON THE A428

LYNCH

SKANSKA



BACKGROUND

In the dynamic and exciting digital construction landscape, Lynch has emerged as a trailblazer, embodying **innovation** and **efficiency** with a customer-centric approach.

We have worked with Skanska on their **A428 Black Cat to Caxton Gibbet** improvement scheme to launch our groundbreaking suite of new purpose-built apps — **the Operator App** and **the Customer App** — marking a paradigm shift towards operational excellence and transparency in the supply chain.

GOALS & OBJECTIVES

Our goal was to embrace operational excellence and transparency in our supply chain, and forge an integrated approach focused on achieving **common productivity goals**.

We needed to create a new system that was digital, automated, scalable, adaptable and most importantly, user friendly and accessible for the operator, customer and internal stakeholders. We wanted to ensure that **100% of Lynch operators working on this project**, along with Skanska's entire project team and works managers were able to use **our digital solution**.

RESEARCH & DEVELOPMENT

Rooted in collaboration with customers on major UK infrastructure projects, our research and development process ensured that digitalisation serves as a catalyst for transforming the construction landscape.

We dedicated extensive time collaborating with our customers' digital and project teams, immersing ourselves in their needs, to ensure that **our solution would be purpose-built and widely embraced**.

Engaging directly with operators, we actively sought their insights on existing processes and how digital tools could better serve them. **Incorporating their feedback**, we worked on integrating these enhancements into our existing hire software, **optimising productivity at every opportunity**.

Our next step involved creating a **multidisciplinary team** of backend, frontend, and full-stack developers. This talented group worked in sync with our account managers, sales representatives, and recruitment teams, ensuring a **holistic and customer-centric approach** to crafting our bespoke solution.

THE TECHNOLOGY

THE PLATFORMS

Our custom-built apps are available on iOS and Android platforms, and seamlessly integrate with **Lynch's existing digital systems**, including internal CRM and hire software, maximising productivity and ensuring a smooth user experience.

OPERATOR APP

The Operator App represents a revolutionary leap in operational efficiency, **streamlining processes**. This purpose-built app digitally transforms everything '**operator related**', automating onboarding, compliance, scheduling, timesheet recording, and management. By consolidating timesheets and daily defect reporting into one user-friendly app, we've created a frictionless process.

CUSTOMER APP

Our Customer App highlights our commitment to collaboration with our customers. This app, developed with the **customer in mind**, facilitates effortless task management on smartphones. With modern interfaces and effective search functions, it integrates essential data in one easily accessible location. The app's features, including **instant access to comprehensive hire information, live telematic data and interactive maps, redefine the customer experience**.

We are the only national plant hire company offering such a bespoke service.



THE TRIAL

Our trial process involved close collaboration with customers. This approach has translated into tangible results on the **A428 Black Cat** to Caxton Gibbet scheme. As a critical support to Skanska on this **billion-pound project**, we acknowledged our pivotal role in shaping the industry's trajectory.

Digital adoption is accelerating across our industry, and the future workforce is made up of a generation who have seamlessly integrated technology into their day-to-day lives. However, we understood that gaining buy-in for technology adoption amongst the older workforce can be challenging.

To ensure a **successful implementation**, every member of our training, recruitment and project management team underwent **Familiarisation Training with our development team**, prior to official release. This equipped our teams with a comprehensive understanding of the interface of the apps and allowed them to effectively train our operators and customers on how to navigate the features. Our A428 project manager Rob Wilson has championed this change, acting as a **beacon of support for workers** on the front line. He has set up a daily WhatsApp group, aimed at fostering effective app usage, driving cultural change and instilling a digital-first mindset among operators. On a wider level, our training team has collaborated with our marketing team to produce personalised training and digital resources, including **how-to videos** and **step-by-step guides**, to facilitate a smooth transition within our workforce.



KEY FINDINGS & RESULTS



THE OPERATOR APP:

100% OF LYNCH OPERATORS



REDUCING DEPOT CALLS BY:

2 HOURS PER WEEK



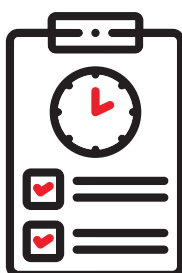
INCREASING INVOICE
ACCURACY FROM:

97% TO 99.4%



INCREASING PAYMENT
ACCURACY FROM:

96% TO 99.7%



DIGITAL TIMESHEETS HAVE
HELPED SAVE:

**OVER 250 TIMESHEET BOOKS
PER YEAR**

TESTIMONIAL

“Lynch’s Plant Operator App has transformed our operational efficiency and streamlined communication with our workforce. From onboarding new operators to managing daily defect checks and timesheet submissions, the process has become incredibly efficient and hassle-free. The user-friendly interface and intuitive design make it easy for our team to navigate, saving valuable time and eliminating unnecessary paperwork. What sets Lynch apart is their commitment to understanding our specific needs and tailoring their solutions accordingly. The Operator App aligns perfectly with our project requirements, allowing us to achieve unprecedented levels of productivity and accuracy.”

CHRIS GROVE, A428 WORKS MANAGER
SKANSKA

FUTURE PLANS

By leveraging **digital technology**, we are moving towards excellence in productivity.

Another exemplary case of a significant **National Highways Project** where **100% of Lynch operators are actively using the app** for tasks previously reliant on paper-based methods is **Costain’s A12 project**. The Costain back-end support team exclusively uses the **customer portal** for signing timesheets and overseeing machinery operations. Costain reported a **50% reduction** in timesheet processing time.

We are also in the process of actively collaborating with two of HS2’s **Integrated Project Teams (IPTs) – BBV and SCS Railways** – to onboard Lynch Operators who are working on site. Initial reports from SCS Railways indicate an **80% reduction** in timesheet processing time and resource on their sites.

OUR PILLARS

Our strategic pillars govern everything we do,
Helping Our Customers Build Britain's Infrastructure.

This project aligns to:



WOW OUR CUSTOMERS & COLLEAGUES

Delivering **5-star customer service** that exceeds expectations.



DIGITAL BY DEFAULT

Embracing digital solutions for a seamless customer journey and **enhanced colleague experience.**

To learn how Lynch can support your carbon reduction and cost-saving goals, contact us today!

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**HELPING OUR
CUSTOMERS BUILD
BRITAIN'S INFRASTRUCTURE.**