



Royal Institution of Chartered Surveyors deploy 6pm Flexible Resourcing

Key Points:

Nature of the work:

- Flexible Resourcing
- Onsite Project Delivery

Technical Skills:

- Agile DSDM
- .NET
- ASP .NET
- MS SQL
- TFS—Team Foundation Server

Background

RICS – The Royal Institution of Chartered Surveyors – is a professional body with a global presence whose main roles are to regulate and promote the surveying profession, to maintain the highest educational and professional standards, to provide impartial advice, analysis and guidance on a diverse range of issues, and ultimately protect the interest of the general public, their clients and consumers through a strict code of ethics.

RICS fit into the Small and Medium Enterprise Category, meaning that they do not have a huge amount of resources and funding is limited. For this reason, their approach to IT development has been to go out and buy the particular skill or technology when the need arises instead of reinventing the wheel. However not every skill or package is suitable or provides the right fit and form, and such was the case with their Regulations Programme.

The Regulations Programme was brought about a change in RICS' approach to the governance and regulation of surveyors. This programme essentially changed what RICS were trying to regulate and who they were regulating. RICS needed to create a portal to cater for the numerous forms that firms in the UK now have to complete. RICS realised that because of the nature of the requirements, the new system would call for a custom built regulation system so that the information could be analysed and scored, and essentially changed the way they worked.

RICS needed to act quickly but was faced with a lack of resource availability. The two obvious solutions were to resort to the contractor market or recruit internally. Recruiting entailed a level of commitment to the resource that RICS could not sustain, as well as the cost that would have been incurred to recruit and manage the new resource. The contractor market also requires a six to twelve month commitment, and the recruitment costs are still there! Large consultancies on the other hand, are typically after large projects, large commitments, and are typically very expensive.

RICS were looking for a flexible partner that they could 'switch on and off' as and when the need arose. *"A couple of organisations came forward and said that they could help but always failed to deliver! We then engaged 6pm, and they delivered!"* says Steve Howells, Director of Programme Management and Technology at RICS.

The Solution

6pm supplied RICS with three high calibre developers to work with the team on Project PRISM. *"The cost was less than that charged by other consultancies but more than that charged on the contractor market. However 6pm provided us with a perfect balance between price, accountability, and the flexibility to 'turn on and off', and moreover allowed us to avoid the timely and costly recruitment process."* says Howells, *"It did not take*



“ ... 6pm provided us with a perfect balance between price, accountability, and the flexibility ... ”

long to get the 6pm people up to speed with the environment, and the learning curve was relatively short. In my opinion this had to do with the quality of the 6pm resources ”.

RICS are now comfortable to dip their toe in the offshoring market and are keen to explore the possibility of working with 6pm on a hybrid onsite/offsite project.

The project was delivered onsite in Coventry and was closed successfully on time and to budget. PRISM, the new regulations system now regulates over 10,000 firms.

“ Offshoring issues such as cultural barriers are usually expected in such collaborations. However, because of the fact that the Maltese and English cultures are very closely aligned and because of strong associations between the countries over the years, these hurdles did not present themselves and I am now comfortable to offshore small projects or elements of to Malta. This comfort factor is something I have not experienced with other Consultancies before this! ” commented Howells.

RICS had typically steered clear of offshoring due to the cultural issues and barriers that typically cause problems. However, having built a strong relationship with 6pm and not having experienced any cultural misunderstandings whatsoever during the project,

About RICS

The Royal Institution of Chartered Surveyors is one of the most respected and high profile global organisations for professionals involved in land, property, construction and environmental issues. It is an International organisation which now has over 140,000 members in 17 faculties delivering services in 120 countries. Their aim is to protect the public interest, promote best practice, represent consumers’ interests and provide impartial advice to society, businesses, governments and global organisations.

www.rics.org

About 6pm

Established in 1996, 6pm employs over 100 technology consultants in Malta and the UK. Our staff are committed to exceeding client expectations and their enthusiasm coupled with their “can do” attitude is the envy of many competitors.

We offer a wide variety of technology services ranging from, Resourcing, Bespoke Development and Business Intelligence to Testing and Support & Maintenance. Our Clients include Capgemini, Conchango, Leicester City Council, Focus Solutions, Novacraft, Fujitsu and BT.

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6pm

UK Office:

212, Piccadilly,
London, W1J 8HG
UK

Co Reg. 5240808

Registered in England and Wales
Registered address: 94 Cross Drive,
Coates, Peterborough PE7 2HJ UK

Phone: +44(0)20 7917 6772

Fax: +44(0)20 7917 6773

Email: info@6pmuk.com

Malta Office:

6pm House,
188, 21st September Avenue
Naxxar, NXR 1012

Malta

Co. Reg. C27657

Registered in Malta

Phone: +356 21 489 657

Fax: +356 21 489 653

E-mail: info@6pmmalta.com

www.6pmuk.com