



Case Study

Featuring

SPACIFY
INTERIORS

How Spacify Interiors **cut margin
bleeds by 15%** by controlling
Scope Changes with RDash

About Spacify Interiors



Spacify Interiors is a fast-growing interior design firm founded by a group of young, tech-savvy professionals who jumped into entrepreneurship right after college. Headquartered in Tamil Nadu, the company offers end-to-end residential interiors and construction services.

Services:

Luxury Interior Fit-out

Interior Design

Residential Interior

Location

Tamil Nadu

Industry

Residential Interior

Revenue

2.5 Cr

The Challenge of delivering projects on time amid continuous scope changes.

Working in residential interiors is a whole different game. Unlike commercial projects, where designs are usually more standardized and timelines are tightly managed, residential clients are emotionally invested, and that often leads to ongoing changes throughout the project. Spacify Interiors is no exception. What starts as a simple layout for a project could quickly shift into something entirely different - new material choices, changes in plans, additional customizations, not only during initial scoping but during the execution of projects.

"We'd have six or seven projects running at once, and each one came with its own set of changes," says the Spacify team.

"Sometimes, changes would come in right before handover, and we'd have to go back and adjust things."

Spacify often had to reassign teams to handle those fixes, pushing already tight schedules even further. Even something as small as changing a wall finish or tweaking a ceiling design could push the handover ahead by a few days. And without a central system to track these updates, it got harder to stay on top of timelines and, more so, justifying it to the customer.



Mr. Naresh Kumar
Founder

As our teams grew and projects became more demanding, we realized we needed a reliable, scalable platform to support our next phase of growth. We had the vision, and we were steadily working toward it - but the pace was slipping. That's when we made the strategic choice to move to the RDash platform.

Challenges



Communication and Coordination Breakdown

Due to the absence of a centralized platform for communication, important information often didn't get to the right people when they needed it. "We were constantly trying to catch up on information coming from multiple channels like WhatsApp, emails, and spreadsheets, which made coordinating across teams a real headache," the team shares. With scope changes happening frequently, teams ended up out of sync, leading to delays and disruptions across project workflows.



Disorganized Project Document Management

Spacify was managing multiple projects simultaneously, and it became a challenge for the team to accurately document everything. Without proper documentation of client requests and approvals, it was difficult to hold their team & clients accountable, and ultimately they end up facing the consequences in terms of unaccounted changes and rework.



Budget tracking

Spacify was not able to track margins properly; they were billing clients but didn't have a clear view of how much they were actually spending. With material prices constantly changing due to a fast-growing market, it became even harder to keep track of the actual margin that they were making. Moreover, with unaccounted changes asked by customers & hidden or variable expenses incurred by the project team, the real project level profitability gets severely impacted over the course of the project.

Setting Up an Approval Hierarchy

One of the biggest challenges for Spacify was the absence of a formal approval process, which led to delays in order processing. RDash implemented a clear approval workflow that ensured purchase orders were only raised after proper authorization. This not only sped up procurement but also created a digital audit trail, making it easy to monitor order approvals and maintain compliance with company policies.

Training and Rollout

To ensure a smooth transition to RDash, we organized multiple training sessions tailored to the needs of different teams. These hands-on sessions helped team members gain confidence in using the platform and enabled them to seamlessly integrate it into their day-to-day operations.

Performance Tracking and Analytics

With RDash's analytics tools, Spacify gained valuable insights into project progress and task completion. Real-time tracking helped identify bottlenecks early, allowing managers to adjust resources and schedules proactively. This data-driven approach significantly boosted productivity and allowed the team to efficiently manage multiple projects at once.

Establishing Feedback Loops

We established regular feedback sessions where team members could share challenges and suggest enhancements. Our TAM team played an active role in ensuring RDash was being utilized to its maximum potential.



Site Handover

At the time of site handover, Spacify faces situations where clients hold them responsible for their requirement changes not being catered. This commonly results in snag disputes, where issues raised by clients need urgent attention. Addressing these snags was complex and time-consuming for Spacify, often causing delays in project completion and adding unexpected costs. These challenges often strained their relationships with customer while the company bearing the cost of unaccounted scope changes.

Implementing RDash



Process Streamlining

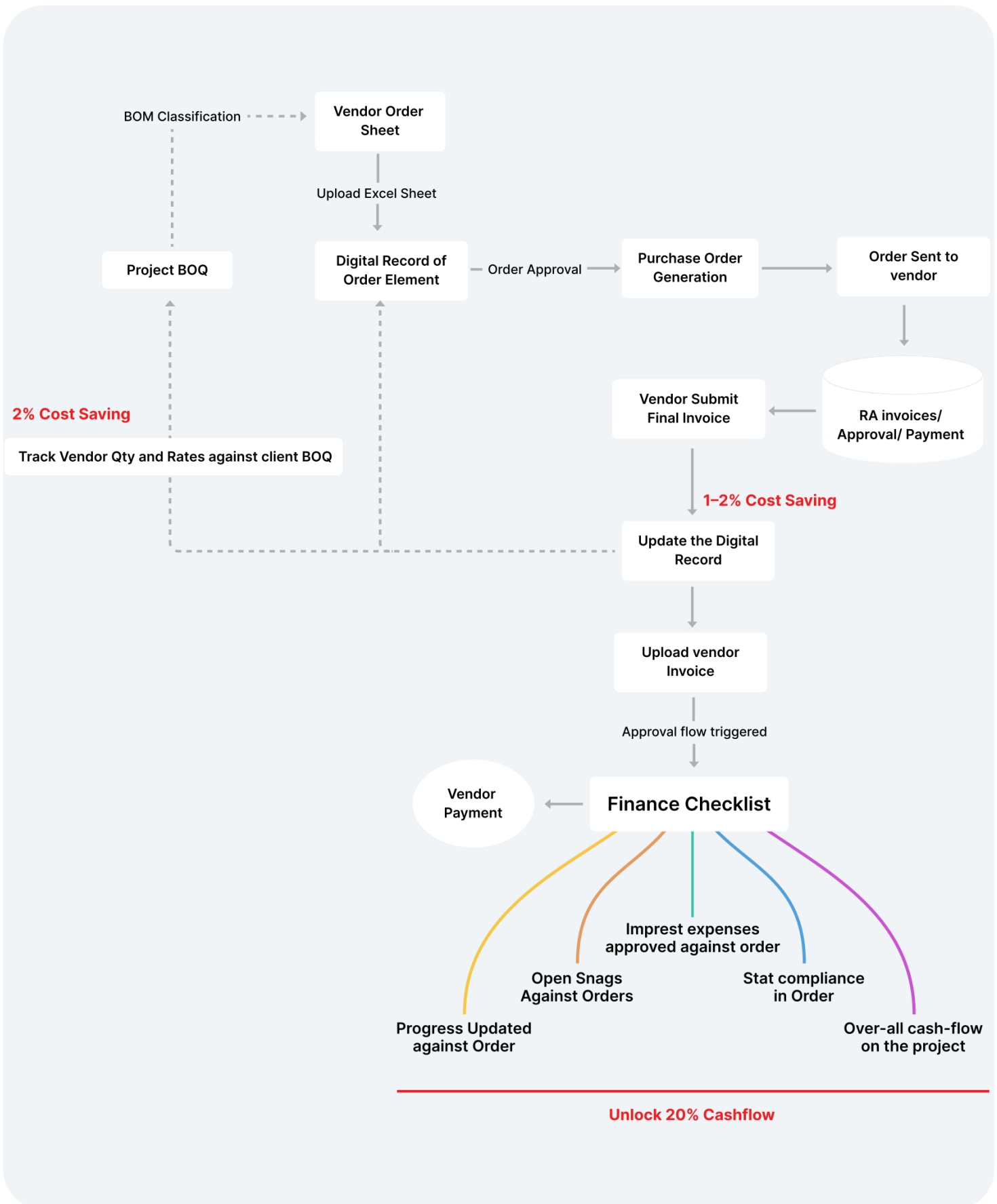
One of Spacify's main goals was to bring order to their workflows. With RDash, a centralized system was established to monitor all project activities in real time. This helped the team stay organized and improved coordination across different departments, allowing multiple projects to be managed smoothly without information getting lost.



Enabling Dashboards for Financial Oversight

RDash introduced custom dashboards that gave Spacify instant visibility into project expenses. This allowed the team to track orders, monitor additional costs, and generate detailed financial reports. As a result, budgeting became more transparent, and the finance team could quickly identify and manage any cost overruns.

Unlocking 4-5% of cost saving by fixing reconciliation cracks



Results

After implementing RDash, Spacify Interiors saw major improvements in how projects were managed and executed.

25%

reduction in
project delays

35%

faster snag
resolution

15%

reduction in
margin bleed

- The introduction of Daily Progress Reports (DPRs) gave the team real-time updates, allowing them to track project progress more accurately and make quicker decisions. This shift resulted in a 25% reduction in project delays and better decision-making.
- Spacify also saw a significant improvement in snag management, with snags being resolved 35% faster. This not only reduced bottlenecks but ensured projects moved forward smoothly without unnecessary delays.
- The team was able to track project level P&L more effectively accounting for direct and indirect expenses at project level. RDash's scope change management feature came as shot in the arm for them which enabled them to get change approvals from client and accounting the additional cost to be charged to the client. This reduced their margin bleed by 15%, helping maintain stronger control over project costs and improving overall profitability.

Favorite Modules

Work Progress

The Work Progress tool has been a game-changer for Spacify, offering a clear and real-time overview of project progress. By tracking tasks, milestones, and daily updates, the tool ensures that teams stay on top of their responsibilities. It has significantly improved accountability and made it easier to monitor each stage of the project, leading to better decision-making and timely delivery.

Scope Change Management

This tool provided Spacify in getting approvals on changes requested by the client from initial scope, recording them, and keeping the customer informed about the associated cost deviations. It finally resulted in team being energised in their efforts of going the extra mile for the customer not going waste.

Snags

The Snags module has greatly enhanced the team's ability to identify and resolve issues promptly. With a structured approach to managing snags, Spacify has been able to quickly address problems as they arise, reducing delays and improving overall project quality. This tool has streamlined snag resolution, making the process faster and more efficient.

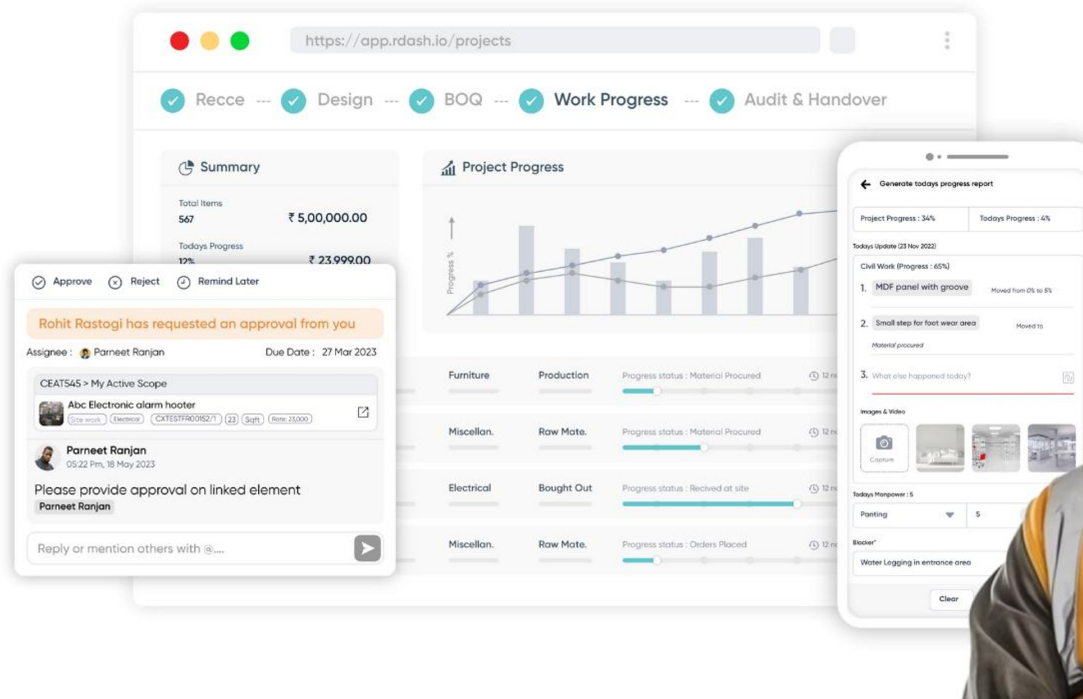


Mr. Praveen
Founder

When we put a rough comparison between before we started using RDash and after, we can see more than 27% improvements in our efficiency.



Supercharge your **Construction** & **Interior** Business



Employing **RDash** results in:

100% Visibility

Everything around your projects, drawings, progress and timelines and manpower is available in realtime, at one place, whenever.



Reduce Cost

Control your project budgets through rate contracts, approvals, change orders and avoiding rework.



Avoid Delays

Squeeze & crash your project timeline by shunting delays due to miscommunication, confusion, pending approvals and rework.



Control Quality

Detailed site recce, Standard Specs guidelines, Audit & Snaglist management enables you to control quality of materials and services at every step.