



Case Study

Featuring



How White Hills Interior transformed
project management?

About White Hills Interior

**WHITE HILLS**

White Hills Interior, headquartered in Pune and with offices in Mumbai, Noida, and Hyderabad, has a strong track record with over three years in the interior design industry. They have successfully completed more than 500 projects across 15+ locations. As a provider of complete interior solutions, they specialize in everything from the initial design to the final execution and project management.

With a portfolio that includes collaborations with major corporations across India, White Hills Interior is committed to pushing the boundaries of design while maintaining a sharp focus on client specifications and sustainability.

Location

Pune, India

Industry

Commercial Fitout

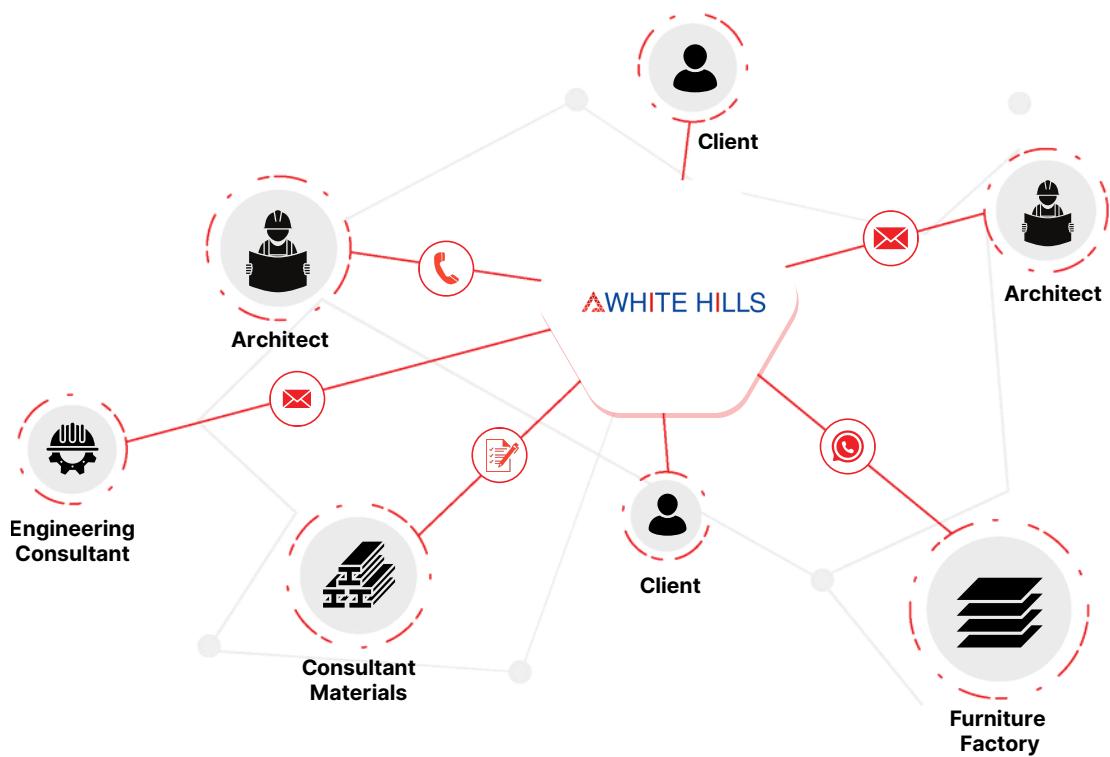
Revenue

500Cr+

Whitehills was looking for a way out from its Manual processes

Whitehills, while operating at large scale, continued to depend on manual processes such as spreadsheets, WhatsApp, and email for project management. This reliance on outdated methods resulted in significant coordination delays, hindering the team from reaching their full potential. Recognizing the need for change, the team agreed on the necessity of automating their processes, documenting tasks, and enhancing coordination through software.

However, their search for suitable business process automation software revealed that general solutions did not meet the specific needs of their industry. There was also a concern among the leadership about whether any new system would be adopted effectively, particularly by team members operating from project sites. In collaboration with the RDash team, Whitehills carefully outlined the challenges they faced and the specific features they needed in a platform before making a final decision.



Challenges

Inefficient BOQ Management



Managing the Bill of Quantities (BOQ) was a major challenge. There were inconsistencies in how BOQs were prepared, updated, and tracked, leading to miscommunication and delays in procurement and project execution.

Disorganized Process Allocation



Tasks and responsibilities were not clearly defined or allocated among teams, resulting in overlapping efforts, missed deadlines, and a lack of accountability across projects.

Inability to Backtrack Finances



Financial tracking was fragmented, making it difficult to trace expenditures at project level or analyze cost overruns. This hindered budget management and financial decision-making.

Lack of Project Update Consistency



Updates on project progress from site lacked clarity & regularity. This created gaps in reporting to customers and disrupted stakeholder confidence.

Absence of a Unified Platform



In absence of a centralized platform, teams were working in silos, with crucial data scattered across multiple systems or spreadsheets, making collaboration and oversight cumbersome.

How the Solution was implemented

At RDash, we understand that each organization has unique needs, and it is important that the customer users are onboarded & trained accordingly to ensure a successful adoption journey. For Whitehills, Rdash customer success team implemented solution through a carefully crafted six-step process, ensuring seamless transition and optimal use of RDash from the start.

01

Process Streamlining

RDash customer success team went through a comprehensive understanding of Whitehills existing business processes and workflows. At this juncture, the team in conjunction with the customer finalises the flow on RDash & configured RDash Platform modules accordingly.

02

Setting access control & enabling Dashboards

RDash Customer success team helped in configuring organisation user roles with setting their access for project level actions. Additionally, we enabled real-time dashboards & performance metrics which acts as MIS for the management team to overview crisp information around projects statuses, delays, finances as well as adoption of their team members.

03

Data Import and Integration

RDash team helped in imported legacy project data from spreadsheets and other tools into RDash and connected RDash with third-party tools like Slack, Jira, and email systems. This ensured that the transition to new platform was seamless and workflow continuity was maintained.

04

Training and Roll Out

RDash team conducted interactive training sessions through workshops and live demonstrations to help team members become familiar with RDash. To further support different user groups like designers or project managers, we created tailored user manuals and quick-start guides. Additionally, during the initial rollout, we established a helpdesk to act as the primary point of contact for troubleshooting.

05

Performance Tracking and Analytics

We set up real-time monitoring for ongoing projects to ensure timely interventions when necessary and enabled trend analysis to assess performance over time by comparing historical data.

06

Feedback Loops

RDash team conducted periodic sessions with stakeholders to gather feedback and identify areas for improvement. Based on this feedback, we brought updates to continuously improve the RDash platform experience.

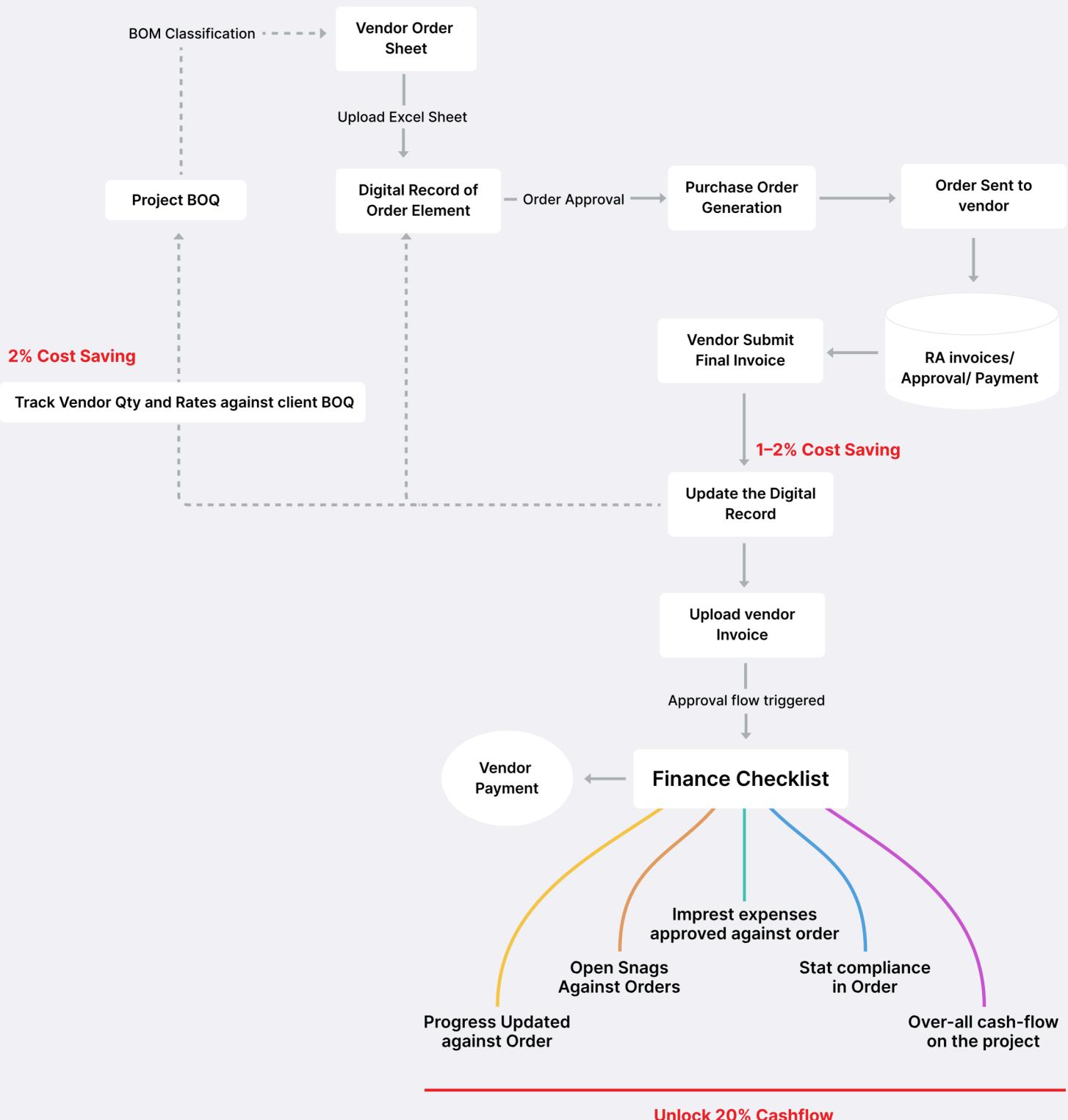
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**Vyenkatesh
Shinde**

Purchase Head

We were initially hesitant about switching to RDash, concerned about the potential disruptions to our workflow. However, the rollout was impressively smooth and well-executed. The seamless integration and immediate improvements in our project management processes have thoroughly exceeded my expectations.

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



Results

25%

Accelerated project timelines

7%

Cost reduction

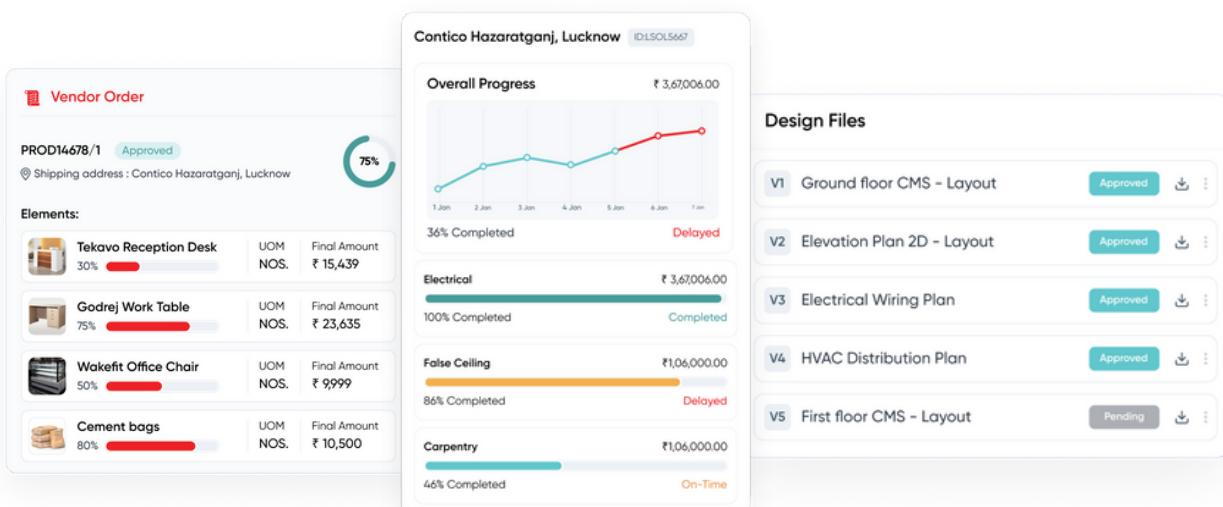
48%

Reduction in client escalations

With RDash's user-friendly project management platform, WhiteHills saw a complete turnaround in how they managed their projects. By simplifying workflows like BOQ to Order process and tracking real-time progress of sites, they accelerated project timelines by 25%, delivering faster and more efficiently.

Smart budgeting tools, Approvals management on orders & site expenses and avoiding rework-rectification cost due to information transparency on platform reduced project management costs by 7%. In addition to it, improved collaboration & keeping customer in loop through change approvals & smart daily reporting slashed client escalations by 48%.

RDash became more than a tool - it became a trusted partner in WhiteHills' journey to success.



The New Whitehills

Today, Whitehills operates seamlessly, with tasks executed promptly, bottlenecks quickly identified and resolved, and strategic goals consistently aligned across all levels. The PMO's role in embedding these practices ensures long-term sustainability, positioning Whitehills for continued success.



Favourite Tools

RDash offers a variety of tools, but among them, there are a few that Whitehills particularly favors, which have significantly enhanced their operations and project management.

- **Dashboard Analytics** provides a comprehensive, real-time view of projects, enabling leadership to swiftly identify issues and effectively prioritize tasks.
- **Task Management System** efficiently organizes assignments, ensuring clarity of roles and deadlines, which fosters team accountability.
- **Automated DPR Reporting** has been instrumental in eliminating manual reporting errors, streamlining processes, and ensuring timely and accurate updates for clients.
- **Custom Alerts & Notifications** provide essential reminders and updates about deadlines, approvals, and task statuses, keeping the team aligned and proactive.

These tools have not only boosted productivity at Whitehills but also ingrained a culture of precision, making RDash central to their operational success.



Abhishek Kumar

Full time director, Whitehills Interior



Since we switched to RDash, the team has really felt the difference. It's streamlined our work processes significantly, allowing us to manage projects more effectively and with less hassle. RDash has also been responsive to our feedback, continuously implementing changes that enhance system functionality and user experience to better meet our needs.

Supercharge your Construction & Interiors 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.

Avoid Delays

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

Reduce Cost

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

Control Quality

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