

On Time and Under Budget

Managing 3,500sqm of Concurrent Fit-Outs
for an American Tech Giant with **\$300,000**
Cost Savings

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Two Countries, Nine Months, Zero Delays.

Instant Group delivered two office fit-outs across Istanbul and Athens for a leading American Tech Company, 3,500 square meters completed in just nine months.

Managing local contractors while coordinating with the project owner's UK-based design teams, Instant Group used Shape to maintain daily visibility across both fast-paced sites running in parallel.

Shape was brought onto the project by Instant Group to give the remote project management team real-time insight into what was happening on both sites through simple daily reporting, issue tracking, and photo documentation that the local contractors quickly adopted and consistently used.

As a result of this alignment across distributed teams, the projects were completed on time and within budget despite compressed schedules, cross-border procurement challenges, and complex stakeholder coordination, while also achieving \$300,000 in verified cost savings.

THE PROJECT

CLIENT

Instant
RETHINKING WORKSPACE

PROJECT
TYPE`

Office fit-out and
refurbishment

OWNER

**AMERICAN
TECH GIANT**

PROJECT
VALUE

US\$7M

PROJECT
SIZE

3,500SQM

LOCATION

**Istanbul, Turkey,
Athens, Greece**

TIMELINE

**9 months (April-
December 2025)**

SHAPE DEPLOYMENT

**Start of
Project**

KEY RESULTS

 **100%**

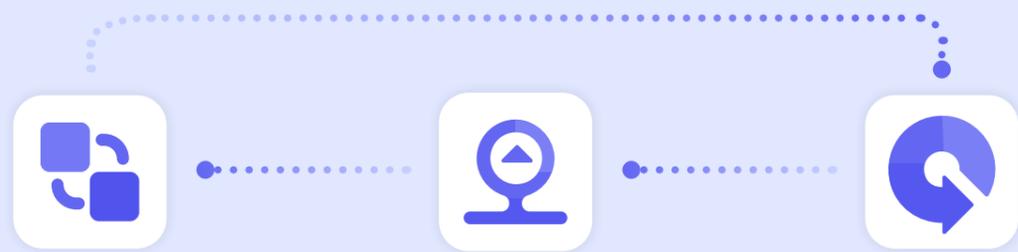
ON TIME DELIVERY ON
BOTH PROJECTS

\$300,000

IN VERIFIED COST SAVINGS

Field Teams Actually Used the Platform

Navigating the Challenges



Coordinating Multiple Stakeholders Across Three Countries

Each project required close coordination between Instant Group's UK project management (PM) team, an American Tech Giant as end user, their UK design teams, local contractors, and site trades. All operating across different time zones, languages, and local business practices. Decisions needed to flow between the UK office and both construction sites, with clear communication channels to keep all parties aligned on requirements, progress, and issues.

Delivering Under Budget Pressure & Compressed Timelines

Both projects operated on compressed nine-month schedules with no buffer for delays. Athens faced severe budget constraints that required cost optimization throughout delivery. Istanbul's procurement of UK-sourced materials faced unpredictable customs clearance times. The team needed to identify and resolve issues quickly to stay on schedule.

Managing Design Changes Throughout Delivery

Design changes and new requests emerged throughout the project that didn't always align with original design guidelines. The team needed to assess impacts, make timely decisions, and keep local contractors working from accurate, current requirements while coordinating change approvals with UK-based design teams.

Shape's Rapid Adoption Across Istanbul & Athens

Construction began in April 2025. Shape was deployed across both Istanbul and Athens sites at the start of the project. The rollout, which included tailored training, was successful: both contractors quickly adopted and engaged with Shape's ground-breaking suite of digital tools consistently throughout the project lifecycle, generating 81 shift reports, tracking 17 issues, and uploading 1,250 photos across both sites. This gave Instant's UK-based PM team real-time visibility into daily activities, resource allocations, emerging issues, and schedule progress at both locations.

INSTANT GROUP'S SHAPE TOOLKIT



Issue Tracker

Issue and blocker management



Shift Manager

Issue and blocker management



Project Gallery

Issue and blocker management



Channels

Issue and blocker management

81

SHIFT REPORTS
LOGGED

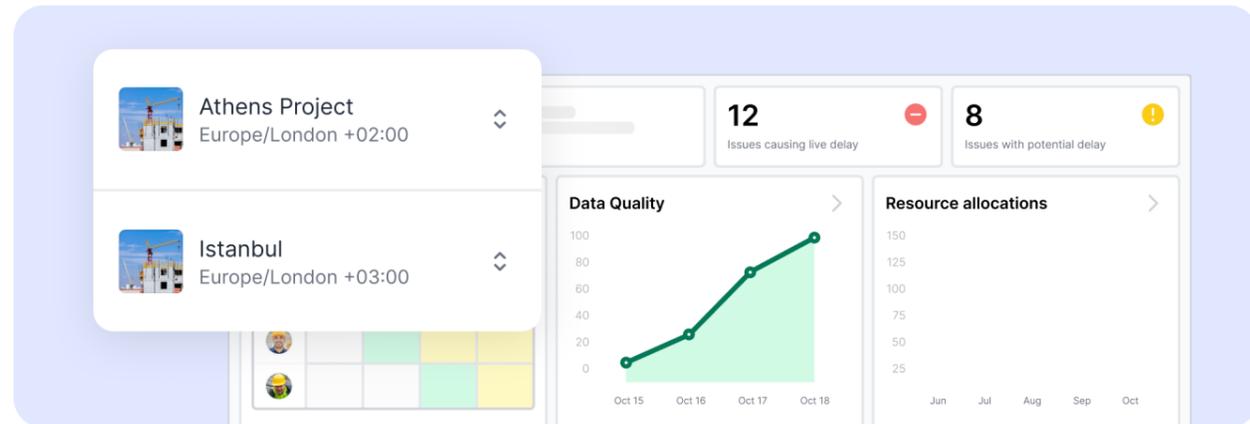
17

ISSUES RAISED
AND RESOLVED

1,250

PHOTOS UPLOADED

Real-Time Visibility Across Two Live Projects



Managing two projects from the UK without permanent site presence created a fundamental visibility problem. Instant needed to see what was happening daily at both Istanbul and Athens sites to monitor performance and react quickly when issues emerge.

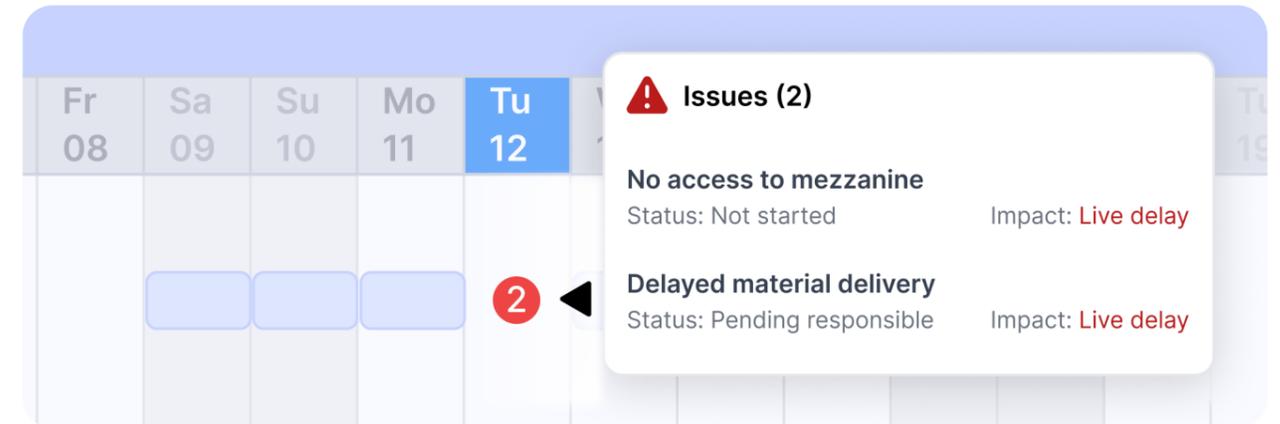
This challenge was compounded by multiple stakeholders—Instant, the project owner, UK-based design teams, and local contractors—all needing access to current information as design changes and coordination requirements evolved throughout delivery.

Shape provided a single platform where daily activity, issues, and site conditions were captured as work progressed. Both the UK management team and local contractors could see the same real-time information, eliminating fragmented email updates and ensuring all parties worked from current requirements rather than outdated information.

BENEFITS ENABLED BY SHAPE

- ✓ Daily site visibility without permanent presence
- ✓ Faster decision-making based on current site conditions
- ✓ Less time spent chasing updates across email and calls

Faster Issue Resolution Under Compressed Timelines



Both projects were delivered within a nine-month schedule, leaving no buffer for delays. Procurement risks, design changes, and coordination challenges needed to be identified and addressed quickly to keep work moving.

By enabling issues to be raised directly from site and tracked through to resolution, Shape supported faster response times and clearer ownership. This allowed Instant and the contractors to stay ahead of potential delays rather than reacting after issues escalated.

BENEFITS ENABLED BY SHAPE

- ✓ Early identification of risks and blockers
- ✓ Clear tracking from issue raised to issue resolved
- ✓ Greater certainty in programme management

Evidence-Based Commercial and Delivery Decisions

Total Entries: 54			
Title	Linked Signals	Cost Impact	Schedule
Unforeseen grounds cond...	3	Minor	Moderate
Discovery of unknown un...	1	Moderate	Major
Delay due to heavy rain c...	4	Minor	Moderate

Linked Change Signals

- Supervisor brought the excavator
Issue 12-Feb-25
- Bad weather for excavation
Downtime 12-Feb-25
- Bad weather for excavation
Variance 12-Feb-25

Throughout both projects, cost and schedule decisions needed to be made quickly and justified clearly, particularly in Athens, where budgets were tight, and in Istanbul, where procurement carried uncertainty. Shape created a structured record of site progress, issues, and changes, supported by photo evidence and daily reports. This gave Instant a defensible, auditable project record to support decision-making and stakeholder discussions, rather than relying on assumptions or incomplete information.

BENEFITS ENABLED BY SHAPE

- ✔ Stronger evidence to support cost and scope decisions
- ✔ Significantly reduced risk of disputes caused by missing records
- ✔ Clear documentation with minimal administrative effort



A Closer Look at the Athens Project

The Athens fit-out covered 860 square meters and faced particularly tight budget constraints from the outset. The existing space required extensive refurbishment and a complete layout redesign, with significant demolition and reconstruction work.

Through multiple rounds of value engineering and strategic cost optimization, the team delivered \$130,000 in verified savings while meeting the project owner's exacting standards.

The project demonstrates how complete documentation and daily visibility enabled informed decisions under severe budget pressure.



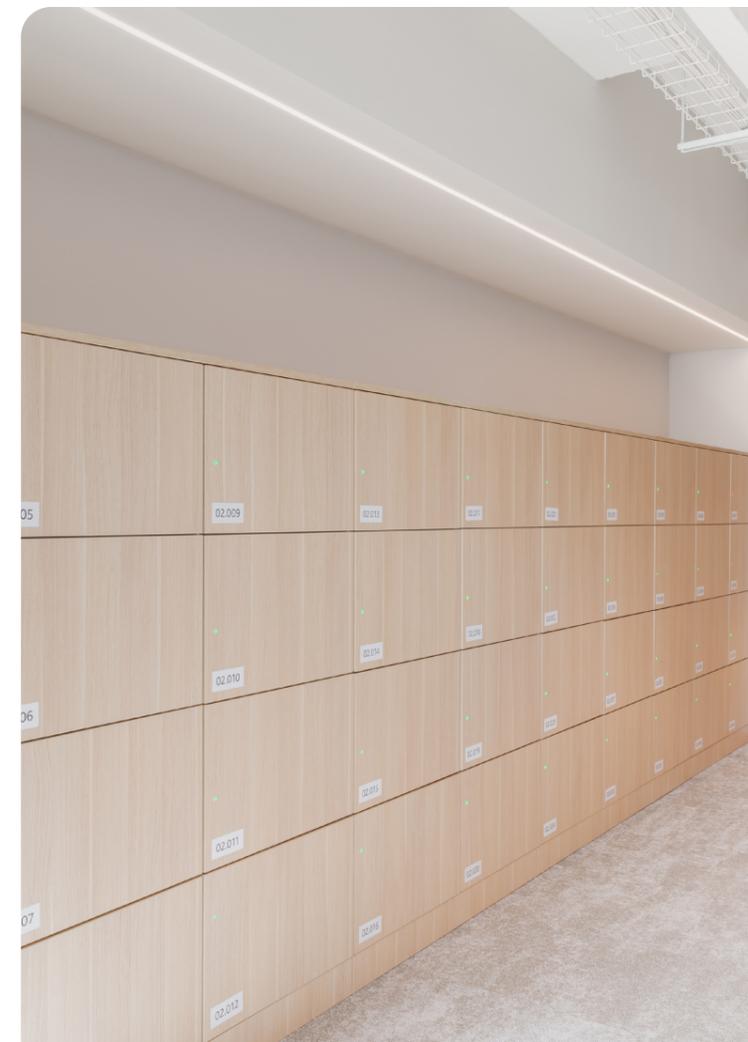


Inside the Istanbul Project

The Istanbul fit-out spanned 2,600 square meters and was managed without permanent on-site presence throughout the nine-month delivery. The project team navigated complex procurement challenges with UK-sourced materials facing unpredictable Turkish customs clearance times.

Through early identification of procurement risks and continuous visibility into site conditions, the team delivered \$170,000 in verified savings while maintaining quality standards.

The transformation shows how structured daily reporting enabled effective coordination and decision-making across borders.

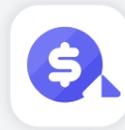


Key Project Outcomes



100% On-Time Delivery

Two office fit-outs for an American Tech Giant delivered in parallel across Istanbul and Athens. 3,500 sqm completed within the nine-month compressed timeline. Despite zero buffer for delays, procurement risks from UK-sourced materials with unpredictable customs clearance, and complex stakeholder coordination, both projects achieved 100% on-time delivery.



\$300,000 in Verified Cost Savings

Design and specification decisions supported by site evidence enabled cost optimization through clearer, earlier insight. \$300,000 in total verified savings delivered across both projects, achieved through informed decision-making, not late-stage scope reduction.



Reduced Delivery Risk Through Early Detection

Early visibility into procurement challenges, design conflicts, and site issues enabled problems to be addressed before they escalated into delays or cost overruns. The combination of proactive issue management and structured evidence capture minimized risk across both projects.

Testimonials



Gemma George

Project Manager UK & EMEA, Instant Group

“Delivering two simultaneous fit-outs for an American Tech Giant on a zero-buffer schedule, **we were buried under an 1,800-email paper trail** that would have left us relying on manual guesswork to track progress.

Shape gave us real-time visibility and the hard site evidence we needed to **stay 100% on time and recover \$300,000 (4.5% of total project value) in verified cost savings** that would have otherwise been lost to the administrative void.



Joseph Michael

Senior Capital Projects Manager, American Tech Company

“Shape was a game changer in ensuring two concurrent fit-outs across Istanbul and Athens met our exacting standards. **It kept our UK design teams perfectly synced with site execution** as we refined the design and integrated new requirements, preventing the coordination breakdowns that typically derail projects on compressed timelines.

Shape was instrumental in delivering both projects on time and on budget.”

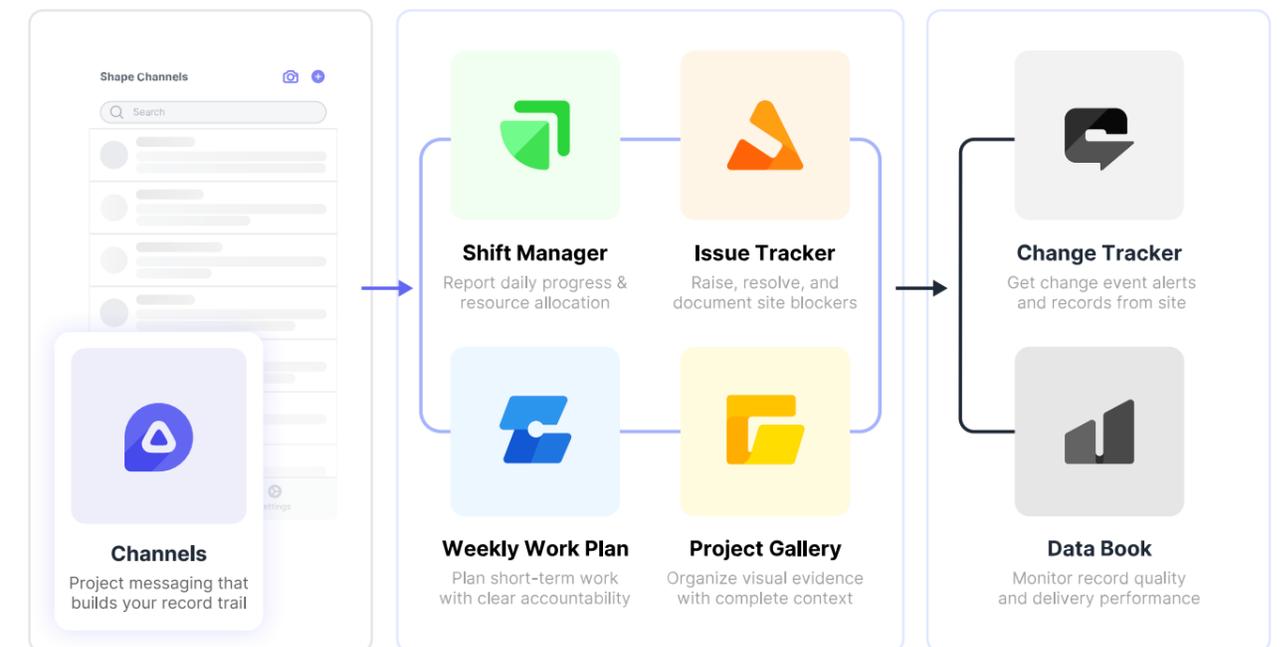
Shape: Field-First Tools to Proactively Manage Change & Progress

Deployed on over £3 billion in projects, Shape is a construction project management software designed for high field adoption. By providing simple tools for site teams to capture daily progress, issues, and changes as they happen, it ensures decision-makers can see what's actually happening on site in real time. This visibility enables fast problem resolution, keeps all parties aligned on current requirements, and creates a complete project record with significantly reduced administrative effort.

SHAPE DELIVERS THREE CRITICAL CAPABILITES FOR CONSTRUCTION PROJECTS:

- ✓ Clear site communication that builds your evidence trail,
- ✓ Complete site records that document daily progress and issues, and
- ✓ Commercial protection through proactive change management.

Each tool works **independently or as part of an integrated system** to give teams the visibility and documentation they need.



1

Site Communication

FIELD OPERATIONS

Capture what's happening in the field through everyday conversations

2

Site Records

CONSTRUCTION MANAGEMENT

Build your record trail while managing the daily and weekly work on site.

3

Commercial Protection

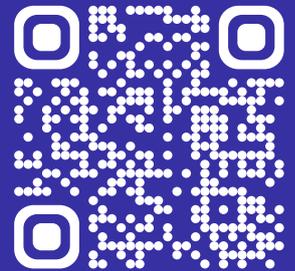
PROJECT MANAGEMENT

Transform construction data into commercial defence

Contact Us

Book a Demo

Talk through your projects with us. We'll show you which Shape tools apply and how other teams in similar situations are using them.



Visit our website

Dive deeper into how Shape works. Explore each tool, see detailed use cases, and discover why leading construction teams love it.

