



INTEGRATED
SOLUTIONS
CONSULTANCY

THE FUTURE OF CONSTRUCTION

Managing Construction
Projects to Perfection



Table of Contents

End-to-end digital project management



LEADING BY EXAMPLE **04**

About Dr Ahmed Helmy

OUR BACKGROUND **05**

Where the ISC Story Began

WORLD-CLASS METHODOLOGIES **10**

Lean Management
Six Sigma
BIM

PROJECT MANAGEMENT SERVICES **13**

Construction Project Management
Pre-Contract Management
Post-Contract Management
Smart Buildings
Global Development Management

WORKING WITH ISC **27**

Project Brief
Key Control Documents
Key Management Processes
Other Tasks

SPECIALISED TRAINING & SOFTWARE **33**

ISC Training Academy

POLICY STATEMENTS **34**

Our Sustainability Policy
Our Environmental Policy
Our Quality Policy
Our Health & Safety Policy

WHO WE WORK WITH **37**

Our Client
Our Partners

ABOUT OUR BUSINESS **40**

Our Philosophy
Our Vision
Our Mission
Our Values
Our Principles

Dr Ahmed Helmy is the CEO and Founder of Integrated Solutions Consultancy (ISC) and is based in the United Kingdom. He is an Egyptian Project Management Professional and Vice President of AACE International - United Kingdom section. Under his leadership, ISC has achieved remarkable success and has grown exponentially, expanding its business to the MENA region, in Dubai and Cairo.

The establishment of ISC embodied Dr Helmy's vision to improve project management in the construction industry. He wants to make a difference to projects all over the globe, particularly in the Middle East and Africa. He is ambitious and driven by a high sense of self-esteem.

In addition, he is amply qualified for his role. Dr Helmy holds a bachelor's degree in Construction Engineering (2007) from AAST University, Egypt, a Master's degree in Construction Management (2012) from the University of Salford, UK and a PhD in Construction Management (2017) from the University of Salford, UK.

A belief in continuous improvement, especially in fast-paced, competitive markets, informs Dr Helmy's actions. He is a certified Project Management Professional (PMP), a certified Planning and Scheduling Professional (PSP), an Earned Value Professional (EVP), a PRINCE2 Practitioner in Project Management, a Certified Cost Professional (CCP), a Construction Project Manager (CPM) and a Risk Management Professional (RMP).

He has extensive experience in PM Support Services, Value Engineering and Claims Management, Project Control Systems, Project Collaboration and Management Information Systems, Risk Management, Lean Construction, Construction Management, Claims Management and Strategy Execution.

Moreover, Dr Ahmed is a Chartered CIOB Member (MCIOB), a Chartered Construction Manager from the Chartered Institute of Building, a Chartered Professional Engineer (CPEng) from Engineers Australia, Member of the Institution of Engineers Australia (MIEAust), a National Engineering Register (NER) Engineers Australia, an Associate Member of the Chartered Institute of Arbitrators (ACI Arb), an APEC Engineer from Asia-Pacific Economic Cooperation (APEC) and an International Professional Engineer from Asia-Pacific Economic Cooperation (APEC).



Dr Ahmed Helmy aims to make a difference to projects all over the globe.

Our Background

Where the ISC Story Began



ISC was founded with the aim of combining theoretical knowledge and practical experience. Many professionals in the construction industry have either theoretical knowledge or practical skills. By blending the two, ISC can apply academic theory into the field, and also benefit from the latest technologies being used in practice.

Dr Helmy has ample experience in both sectors. After graduating at the top of his class (PhD in Construction Management) in 2017, he lectured part-time at the University of Salford, UK and did practical consulting work in the industry on the other days of the week. This unique combination inspired him to found ISC, thereby allowing him to offer both skill sets from a common source. He also went on to write a paper in 2018 on bridging the gap between

the theoretical and the practical aspects of construction.

Another issue Dr Helmy identified in the construction projects that he encountered was a tendency to focus on just one aspect of the project. Some projects focused extensively on timelines, whereas others were focused on budgets. There was a clear lack of integration between all the departments involved in a successful project.

Dr Helmy was inspired to offer end-to-end digital project management modelling that focused on all construction issues and captured the entire vision of a project. This idea still underpins the ethos of ISC today.

Dealing with Challenges in Construction Management

In the past two decades, developing countries in the Middle East have enjoyed a rapid increase in construction projects. This expansion has been fuelled by increased spending on infrastructure by the region's governments.

Despite the successes, construction companies still face many challenges, including the pressure to complete demanding projects on time and within budgets. Any failure to meet deadlines creates a negative image of the industry in that region.

98%
of megaprojects
suffer cost overruns
of more than 30%.

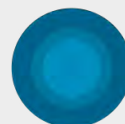
Industry research conducted by mckinsey.com

In our experience, the solution lies in Lean Construction and Building Information Modelling (BIM). The use of these innovative approaches allows project managers to minimise risk, avoid clashes, manage delays and minimise reworks, thereby guaranteeing savings of millions of dollars on mega construction projects.

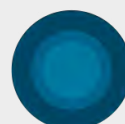
The most common problems associated with construction projects can typically be categorised into three types:



CONSTRUCTION WASTE



DELAYED SCHEDULES



PROJECTS OVER BUDGET

The background of the slide features a silhouette of two construction workers in hard hats and safety vests, standing on a construction site. In the background, a large tower crane is visible against a bright, orange-hued sky, suggesting a sunset or sunrise. The overall image is framed by dark blue geometric shapes in the corners.

Why Construction Projects Fail

The construction sector is plagued by issues relating to cost and time overruns.

The underlying problem with projects that finish late is that they become exponentially more expensive. A delayed project means that the client is not achieving their short-term objectives and will experience a loss of potential operating time and revenue. Frequently the scope of the project changes as time drags on, leading to additional costs.

An example of this is a major hospital project, where the initial estimated cost was \$120 million. The project, which was supposed to be completed within two years, took four years to complete and ended up costing \$380 million.

Similarly, the construction of Terminal 5 at Heathrow Airport also experienced major issues and delays. The project was planned to run for two years and cost 250 million pounds. In reality it took six years to complete and cost a staggering 600 million pounds!

The majority of these costs and delays could have been prevented with the help of adequate planning.

How to avoid

Project Management Failure

Proper planning is the key to projects that run smoothly and adapt quickly to any challenges that may arise.

At ISC we build a construction model in advance that is capable of identifying and solving any potential clashes before they occur.

This model considers all elements of a project, such as architecture, structural requirements, plumbing, electrical and mechanical, to anticipate any possible problems when the various elements coincide on the project.

Before a project starts, ISC conducts thorough planning of all elements. This entails careful

consideration of not just time, but also quality, health and safety, costs, sustainability and environmental impact. This comprehensive approach allows us to pinpoint any issues and possible challenges upfront - and then plan on how we will manage them.

Technological advancement offers major benefits for project management. Our end-to-end project management model automatically covers all aspects of any project we undertake. And it runs reliably and consistently 24 hours a day, 7 days a week. This means nothing slips through the cracks and you can look forward to a project that is completed within the time and cost parameters that were specified upfront.



Our Journey

To Industry Leadership

Over the past few years, ISC has earned a reputation as a Project Management specialist, based on the highest professional standards and a broad base of skills, experience and knowledge. ISC provides a professional, personal and comprehensive service, while maintaining a proactive and flexible approach to meeting the specific objectives of our clients.

We are able to do this because of our exceptional people and tools.

We are committed to maintaining a focus on service delivery. To maintain this focus, ISC employs only the most experienced and committed people in a wide range of disciplines.

The success of a project ultimately comes down to the people working on the project. ISC selects highly qualified people with the commitment, drive and enthusiasm to see a project to its successful conclusion.

Within our team, ISC has project experience across a wide range of market sectors including building, infrastructure and engineering projects in both the public and private sectors.

The ISC project management software offering is unparalleled in the market. We have established partnerships with leading technology players such as Teknobuilt and EyeDeal Tech, in order to address gaps that we identified in the project management sphere.

Software was specifically designed to address the gaps, resulting in a truly integrated project delivery solution.

World-Class Methodologies

At ISC we rely on three world-class methodologies to ensure that your project is set up for success:

*Get your construction
projects on track*

Lean Construction Management

Lean Construction Management (LCM) was developed to meet needs as they emerge on a project, putting the focus on an integrated project solution.

LCM applies agile software development approaches to The Planning Phase and Lean Management to The Execution Phase of construction projects. These planning processes are then dovetailed to achieve desired goals efficiently. Project execution is timed to the smallest detail and flexibly managed on-site.

- Significant increase in project efficiency.
- Achievement of schedule, cost and quality goals.
- Increased efficiency and quality across the entire value chain.
- Improvement in communication and processes.
- Time savings of up to 30%.
- Greater stability – ensuring everything goes according to plan.
- Avoidance of obstacles and disruptions.
- Early identification and avoidance of risks.

Six Sigma Management

ISC is committed to the Six Sigma process. Six Sigma is a set of techniques and tools for process improvement, which aims to identify and eliminate defects. The word 'defect' refers not only to mistakes, but also to any result that fails to meet client specifications or could lead to a process likely to leave clients unsatisfied.

ISC uses Six Sigma to create a culture where continuous efforts are taken to achieve stable and predictable process results. These efforts apply to every stage of a construction project - from sales to bidding to on-site operations and in-house financial management.

Building Information Modelling (BIM) Services

Today's technology advancements in the field of Building Information Modelling (BIM) have transformed the construction process, minimised risks and provided significant benefits in terms of time and cost savings.

BIM is a set of technologies, processes and policies that enables multiple stakeholders to collaboratively design, construct and operate a facility in a virtual space. The advancements allow the retrieval of physical and non-physical data from existing structures via laser scanning and the creation a digital twin to the existing structure in virtually no time.

ISC implements services during construction to guarantee the accurate delivery, maintenance, handling, facilitating and engineering of a 3D model-based file. This enables a coordinated clash detection analysis and the assignment of responsibility matrices.

The model is expanded to include 4D Simulation and 5D sequencing during the construction phase and delivery. Finally, ISC produces a 6D model by including spreadsheets related to "Construction Operation Building Information Exchange" or COBie, plus Industrial Fundamental Class (IFC) Certifications and life-time operational cost control.

The benefits of BIM include the following:

- Construction integration benefits include the compilation of all construction drawings into a single model, performing clash detection between all engineering disciplines and resolving clashes off site, thereby enabling significant cost savings.
- Extensive data on facility management can also be provided on the spot when an accurate BIM model is employed. Having all the building data on a digital model allows the building's performance analysis to run accurately and provide potential operational energy savings of up to 47%.
- 4D/5D simulation is critical in project management, where a work breakdown structure (WBS) file is linked with the digital model to allow the simulation of the project construction in terms of the building activities, period and budget. This provides solid information in the case of disputes or claims or even managing possible delays. It also reduces project time by an average of 58.8%.
- Live progress reporting that reflects any project's ongoing construction process can be made available to stakeholders via construction management applications that connect the site to the digital model and then to the graphical charts of progress data.
- Virtual reality and augmented reality allow different designs and alternatives to be reviewed in a highly interactive environment. This gives the user the experience of being physically inside the potential space and saves time typically utilised on design changes.
- ISC's BIM automation tools are developed by API programmers who continuously create new plug-ins and help the automation process to become faster every day.

View project progress 3 weeks into the future to stay on track and avoid costly errors

A hand holding a pen, poised to write on a blueprint. The background shows a construction site with a large crane and a building under construction. The image is overlaid with a blue gradient and a diagonal line.

*Get modern Project Management
technology to increase productivity
and minimise waste*

Project Management Services

These methodologies provide the foundation for our range of end-to-end project management services.

01

CONSTRUCTION PROJECT MANAGEMENT

02

PRE-CONTRACT MANAGEMENT

03

POST-CONTRACT MANAGEMENT

04

SMART BUILDING MANAGEMENT

05

GLOBAL DEVELOPMENT MANAGEMENT

01 Construction

Project Management

Schedule Management

Large schedules require the management, coordination and integration of multiple, concurrent assignments. From concept to completion, we provide the necessary technical and administrative services to help our clients meet their programme objectives. ISC acts as an extension of our clients' staff, protecting their interests as our own.

ISC is an industry leader in programme management services for large capital programmes. We oversee activities ranging from planning, coordination, scheduling and cost control to design, construction and commissioning.

ISC specialises in serving both public and private clients with extensive expertise in community infrastructure, including facilities for education and healthcare, sports and leisure, transportation and water, as well as public gathering venues.

Cost Management

It is essential that the procedures adopted for the management of the construction phase are clearly understood. These procedures must be established prior to work commencing on-site. In standard forms of contract used by government departments, many of the management procedures are requirements of the contracts themselves.

The key aspects of the management of the construction phase are:

- Monthly valuations and cash flow management as part of change control,
- Establishing formal procedures for issuing variations, including the pre-agreement of estimated costs and the effects on the programme,
- Ongoing value engineering (part of the value management process) of design and construction, including an examination of buildability.

The main contractor is generally required to present monthly reports on construction issues and contribute to ongoing value engineering activities and to any design development. Major subcontractors are also required to make similar reports.

52% of construction projects experience significant scope creep.

Industry research conducted by mckinsey.com

Quality and Performance Control Management

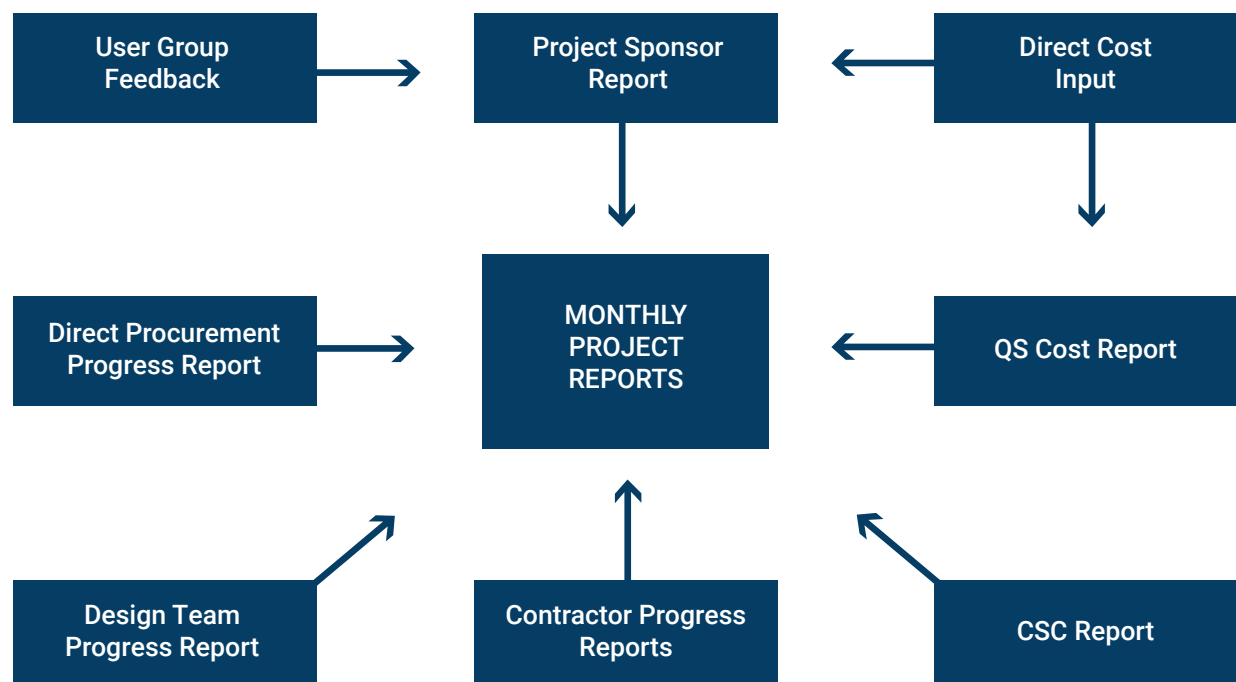
Our Quality Plan is a central feature of our internal quality management system for the provision of project management services.

The ISC Quality Plan is a standard element of our quality management system, which is completed and operated uniquely for each project. Our Quality Plan defines the services to be provided and the proposed method of executing those services.

The subsequent use of the Quality Plan provides the checks and balances at all stages, the essence of a sound quality system. This system avoids prescribing the method of management for technical services, leaving professional staff free to exercise their judgment within a framework of sound controls.

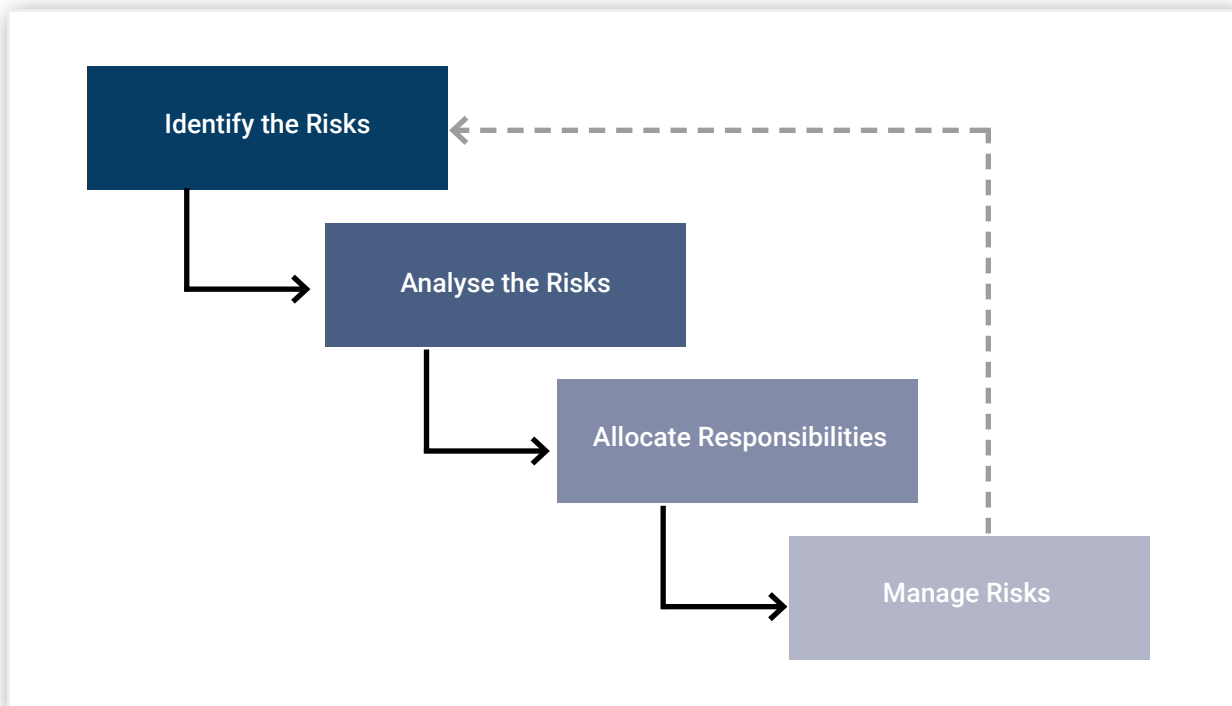
Communication Management

An informal exchange of information must be supported by a formal reporting system. The purpose of these reports is to ensure that the Project Sponsor and Project Team are fully aware of the current project's status. The reporting system is tailored to meet the requirements of the client. The reports rely on input from the entire Project Team, Project Sponsor and user representatives, as depicted below.



Risk Management

It is essential to establish a risk management strategy which involves the project team for each project. ISC's approach is based on these four key stages:



We have developed a methodology which goes through these stages systematically. Our methodology identifies, on a risk register, the risks that are critical to the outcome of the project and considers the impact of those critical risks on time, cost and quality. The first risk review workshop is undertaken during the start-up phase.

The register is updated at the monthly Project Team Meetings (a particularly complex project may demand separate risk review workshops carried out at regular intervals and at key end-stages). Strategies for minimising and managing these risks are identified and responsibilities are allocated to named individuals in the Project Team.

Where feasible, we allocate specific contingency sums to risks and manage the expenditure of the contingency sums as risks become apparent or obsolete. The contingency sum can then be reallocated or omitted from the cost plan. This is part of the overall cost management strategy. The Project Sponsor has an important role to play in the risk management process.

60% of construction projects fail due to unrealistic expectations and bad forecasting.

Industry research conducted by mckinsey.com

Procurement Management

A specific procurement strategy is identified to best meet the needs of each project. The procurement strategy takes the following criteria into account:

- Cost certainty.
- Time certainty.
- Flexibility.
- Quality.
- The degree of acceptable risk.
- The size and complexity of the project.

Forms of the contract are selected to suit the chosen procurement route. We believe in reviewing the procurement strategy, and the forms of contract, throughout the pre-contract stages. We are able to change the approach if the project develops in ways which may invalidate the initial choice. It is not unusual, particularly with projects that are initiated as relatively minor works, for the scope of works to increase as the client's requirements become clearer.

77% of megaprojects are
at least 40% late.

Industry research conducted by mckinsey.com

Stakeholder Management

Effectively managing stakeholders is a vital component of successful project management and we never ignore it. We are aware that intelligent stakeholder management can be used to gain support for a project and anticipate resistance, conflict, or competing objectives among the project's stakeholders.

39% of construction projects fail
due to inadequate planning.

Industry research conducted by mckinsey.com



02 Pre-Contract Management

Design Management

ISC's design management plan is used to coordinate design activities and includes the following:

- A design responsibility matrix,
- Schedules of drawings and other information produced by each discipline/specialist,
- A design programme,
- Standard methods and procedures,
- Estimates of staff hours to be spent by designers on each element,
- Change control procedures,
- Monitoring and reporting procedures.

Permission Planning

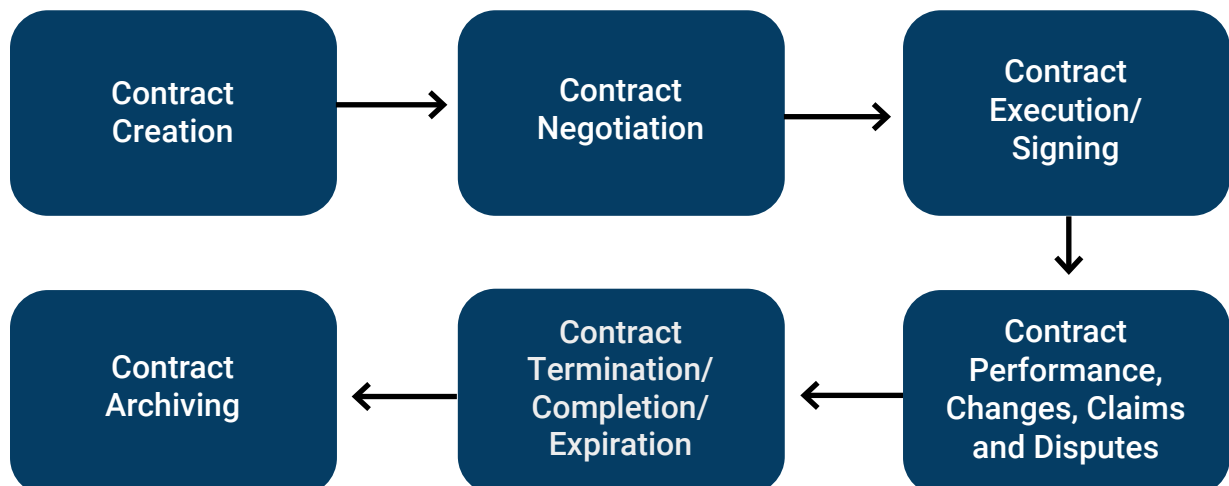
The role of Permission Planning is to lead and manage the process of Authority Approvals on behalf of the Employer and Project Management.

ISC has significant experience in the permitting process and dealing with authorities. We can add significant value by facilitating the master plan and design approvals that allow the development to progress. We can assist with:

- Developing a Statutory Authority and Approvals strategy,
- Ensuring authority approval requirements are known and planned,
- Executing, monitoring and updating the Authority Approvals / Permits register and working with regulatory authorities to ensure that approvals are in place expediently,
- Developing relationships and holding regular meetings to ensure that all necessary permits for delivery of construction works are in place,
- Supporting the Project Managers, Design Consultants and Contractors to resolve Authority Approval and permit interface issues, as necessary,
- Together with the wider project team, developing systems to ensure that permits are current and valid for the construction activity undertaken.

Contract Management

In general, the lifecycle of a construction contract includes several phases:



To date, most construction contracts have been managed through these phases manually, and with little automation. A typical construction contract is created digitally from an industry form or a previous project (a draft or precedent contract). Draft or precedent contract documents are reviewed by other parties and final terms may be negotiated by exchanging multiple drafts in printed or electronic form. The contract is signed as a paper document, filed and stored somewhere (frequently in multiple locations in hard and/or soft copy).

The contract is then managed (or not managed) against key performance milestones, budgets and estimates, progress schedule dates and events. These measures may be electronic or automated, but are usually paper-based and manual.

The management of changes in construction contracts is itself a major issue, as some changes can involve complex negotiations.

As the complexity of construction contracts increases, problems and inefficiencies grow more acute.

Construction industry enterprises can benefit from improved ways to prepare and manage construction contracts through each phase of their lifecycle. Key business drivers for the automation of construction contract preparation and management include the need for cost savings, and the need for improved description or recognition of events affecting the obligations of the parties during construction.

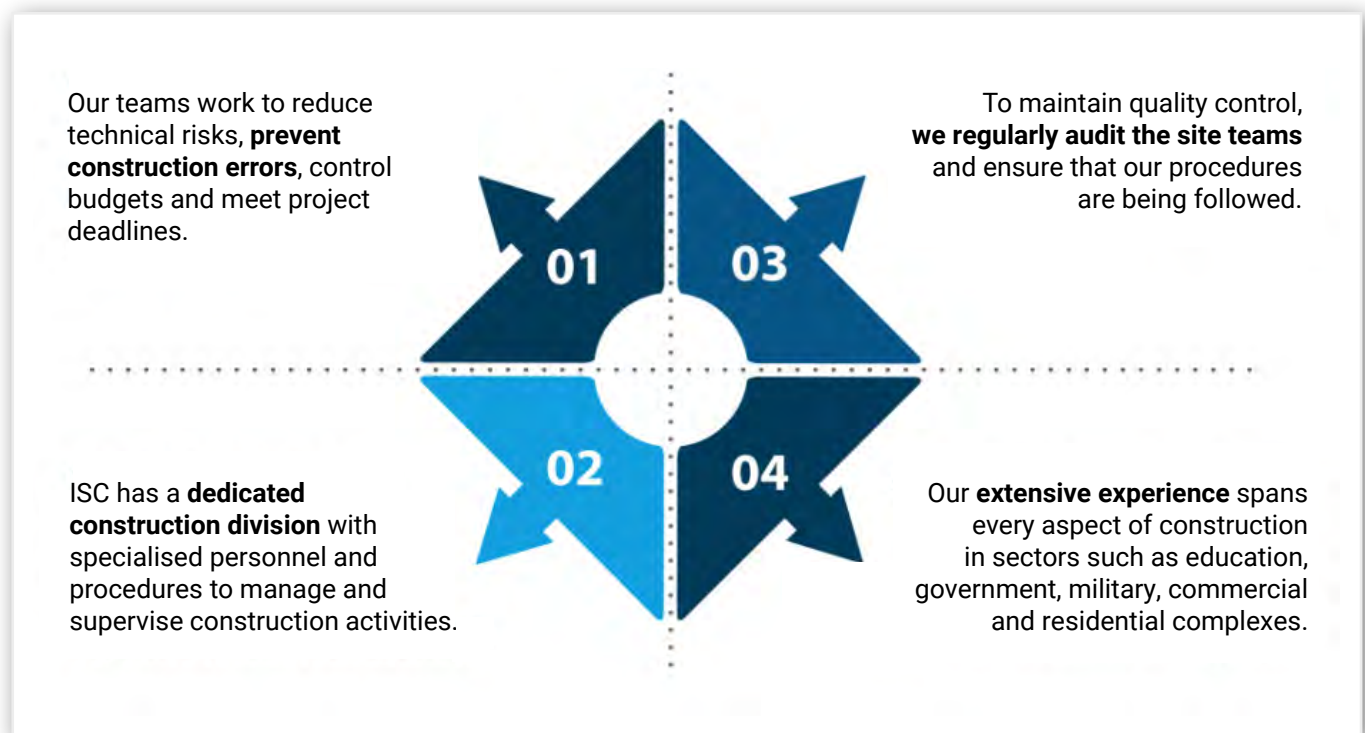
Equally, there is the need for improved interoperability of construction contract information with other automated systems such as estimating, accounting and scheduling software - and the need for faster, more flexible processes in order to remain competitive.



03 Post-Contract Management

Contract Supervision

ISC is committed to delivering high-quality construction supervision services. Our in-house quality management system ensures that we meet technical, statutory, budget and programme requirements.



Logistics Management

The first step to accomplishing a task is planning. The purpose of planning is to attain the maximum work in the least possible time, while maximizing profits.

Planning may involve procuring the goods, storage facilities and the delivery of products to an exact location. Other potential parameters are time, transportation and costs. An experienced manager will be able to prepare for unforeseen circumstances which may be related to:

- products,
- unavailability of transportation,
- any internal issue in the organisation.

Commercial Management

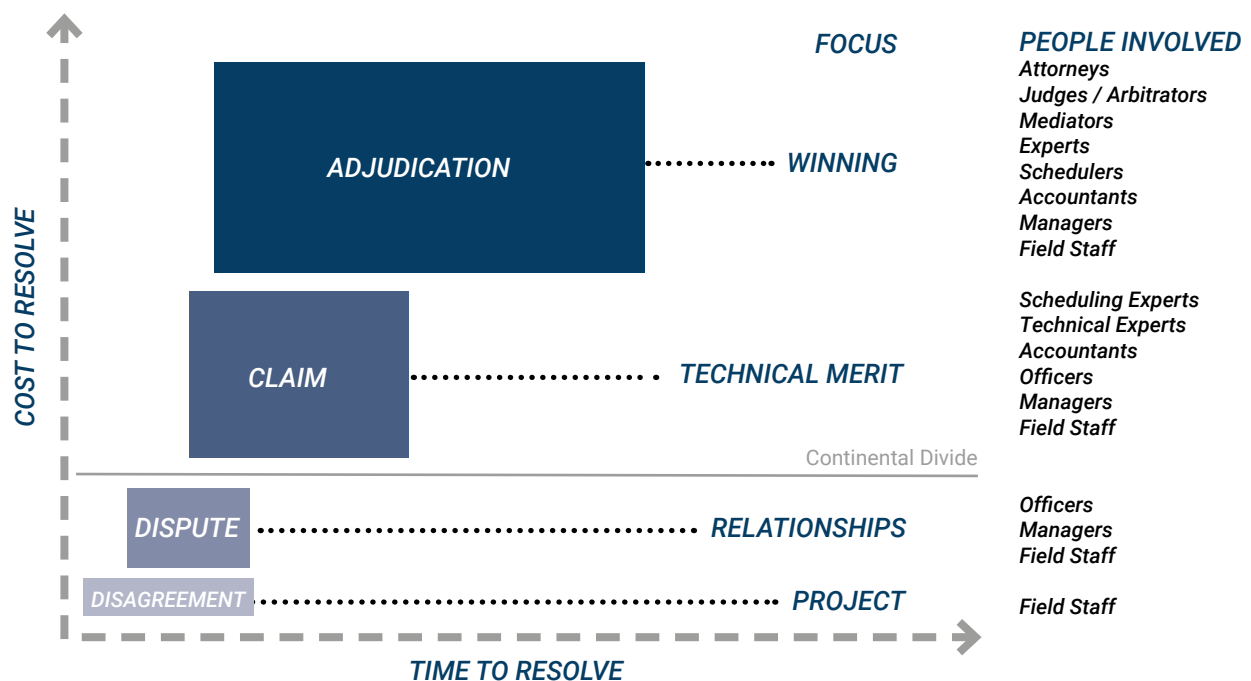
Commercial management is the discipline that both informs and implements business strategy and policies. It informs in the context of testing and aligning market requirements with organisational capability. Commercial Management ensures the effective and efficient operational procedures that establish and maintain those capabilities.

In going to market, any product or service must be supported by performance commitments that are relevant to its customers and consumers. Those commitments may be specific to the product or service (for example, price, delivery, maintenance and support) or specific to the organisation (for example, brand values, ethical standards or regulatory compliance). Commercial management is the process through which performance commitments are gathered, assessed and reconciled (taking account of the needs and interests of all relevant stakeholders) and ensuring their affordability and sustainability.

Dispute Resolution

In the construction sector, problems tend to escalate when the following conditions apply:

- More time is required to resolve,
- More people are involved,
- Higher costs to resolve,
- Entrenched expectations.



ISC reviews the facts from an independent position and suggests the best course of action to minimize or resolve the dispute. With the high costs of litigation, many of our clients opt for Alternative Dispute Resolution (ADR).

ISC's independent position allows us to review the facts and form opinions without bias. In disputes which develop over a period of years, the ability to reason is often impaired. Rationalisation, reinforced by premature conclusions, prevents the involved parties from inaccurately determining responsibility.

What is Alternative Dispute Resolution (ADR)?

Arbitration, mediation and negotiations are common forms of dispute resolution techniques used in the construction industry. However, contractors, attorneys and designers involved in ADR sometimes forget that ADR is not litigation.

Success in ADR requires different skills, preparation, and presentation from those used in courts of law. ISC has hands-on ADR experience earned in thousands of disputes. ISC consultants regularly sit as arbitrators, mediators and/or negotiators, giving us a unique perspective on the dispute resolution process. We know how to prepare, present, explain and resolve disputes better than anyone in the industry.

Construction Claims Analysis

Unbiased Construction Claims Analysis can determine both strong and weak points. By emphasising assets and neutralising liabilities, possibilities for satisfactory resolutions are increased. Through careful analysis of the facts, ISC will determine what went wrong on your project, allowing us to assess responsibility and determine if, and to what extent, a claim is worth pursuing.

Damage Resolution

ISC's Construction Consultants will calculate damages incurred by either party to assert claims or refute opposing party claims. We will help you formulate a realistic approach to recouping damages, which can then be substantiated through a trial or in arbitration/mediation.

Design / Workmanship issues

ISC's consultants will identify the difference between improper workmanship and inferior design. Our consultants will perform a detailed investigation to study all of the factors involved in any design/workmanship issue and arrive at an opinion consistent with the standards of the industry.

56% *of construction projects fail due to poor communication.*

Industry research conducted by mckinsey.com

Delays, disruptions & inefficiencies

ISC was one of the first consulting firms to use Critical Path Method (CPM) scheduling techniques to prove delay/disruption/inefficiencies on construction projects. Furthermore, our personnel excel at analysing Loss of Productivity (LOP) claims.

ISC examines the bid estimates and original as-planned conditions and compares them to job conditions. ISC recognises that adverse weather, out-of-sequence work, trade stacking, contract changes and increased labour crews are among the many factors that result in LOP. Ultimately, we provide a realistic approach to quantifying damages and assessing liability.

Delay analysis

ISC is a leading authority in the innovative use of detailed construction schedule analysis to prove construction delays. ISC consultants will review or prepare 'as-planned'/'as-built' schedules to reflect the relevant delays. Once identified, ISC's consultants can pinpoint the cause of each delay and how much time is impacted by the delay. We will visually demonstrate if or how the delay changed the sequence of construction. ISC examines concurrent and nonconcurrent delays, as well as compensable and non-compensable delays, and applies CPM scheduling principles to the delay analysis.

Owners, architects, engineers, contractors, sub-contractors and suppliers all need to know who caused the delay, so a just and equitable decision will result from any construction dispute.



04 Smart Building Management

Technology is changing how facilities are managed, as connected buildings provide the ability for remote monitoring and directional management. Smart Building systems have the ability to cross-communicate, share data and make intelligent decisions to optimise performance. These data-rich environments pose great opportunities, but with new technology comes new challenges. Our professionals provide the expertise to ensure your buildings are properly integrated, communicating and functioning to their optimum level, thereby reducing your cost of operations.

OUR SMART BUILDING CAPABILITIES

- Consulting, planning and design to ensure the best technology choices for your facility assets and business structure.
- Energy management solutions tailored to your unique needs.
- Building Automation System Commissioning and Re-Tuning to ensure the system's sequence of operations is performing as per the design engineer's intent.
- Remote monitoring and directional management of connected facilities.
- Building System Integrations for Smart Buildings to reduce operational expenses.
- Secure network environments to support building technology growth.



05 Global Development Management

Sustainability Management

As sustainability moves up the boardroom agenda, it is increasingly being integrated into corporate-level strategic planning. Developing and integrating a detailed sustainability vision into a long-term strategic plan - in a way that creates lasting value whilst also building public trust - is a challenge for all types of organisations. ISC can help you to:

- Identify your issues and goals to determine where the pressures are likely to be and raise awareness of what needs to happen to make your business more sustainable,
- Prioritise issues from both a sustainability and commercial point of view and help you recognise and manage risk while improving efficiency, revenue potential and growth,
- Map the short and long-term ambitions for your sustainability vision, assess the risks and address any gaps in delivery,
- Support the alignment and integration of your sustainability vision into your overall corporate strategy.
- Develop and deliver a robust sustainability programme that includes prioritised initiatives, enablers, milestones, key performance indicators and measurable targets.

What is becoming increasingly evident is that a sound sustainability strategy protects a company's reputation. A sound strategy drives innovation and employee engagement, it satisfies consumers, attracts and retains top talent, demonstrates compliance and leads to market differentiation - all key ingredients for long-term growth and profitability.

Health, Safety, Security & Environment Management

The purpose of a Health & Safety (H&S), Security (S) and Environment (E) Policy ("HSSE Policy") is to outline how a company achieves its commitment to establishing and maintaining safe and secure working conditions.

ISC can assist each domain (H&S, S and E) to develop strategies, standard operating procedures, internal controls, objectives, targets and performance indicators, along with technical systems and tools to help manage HSSE risks and improve HSSE performance. ISC is committed to the highest standards in the management of HSSE and Sustainability.

The background of the slide is a composite image. On the left, a hand holds a rolled-up white blueprint. On the right, there is a close-up of a yellow construction helmet. The bottom half of the image shows a city skyline at night with many lit-up windows. The entire image has a blue and orange color gradient overlay.

Working with ISC

At ISC we are firmly committed to forging good working relationships and building a strong team spirit on the projects we undertake. When onboarding a new client, we typically move through the following stages:

- inception phase,
- pre-contract phase,
- post-contract phase,
- handover and operational phase.

Each of these phases has its own tasks and deliverables to achieve the overall aims of the project. All stakeholders - such as architects, builders, engineers - are also presented with their requirements in advance.

Working together on projects

ISC is committed to the creation of a project culture, where each team member can utilise their skills and abilities whilst contributing to the projects' common goals.

Our style is to be a hands-on, proactive manager of all those associated with the project and all the activities and situations that occur during a project's life.

Our approach to the management of the activities is based on the stages outlined below.



VIEW OUR PROJECT PORTFOLIO
ON OUR WEBSITE

The initial engagement with the client typically develops as follows:

01 ISC delivers a presentation to a potential client for their project.

02 ISC requests project documents from the client.

03 ISC prepares a technical and commercial proposal for the client.

04 Feedback is received from the client and the proposal is revised.

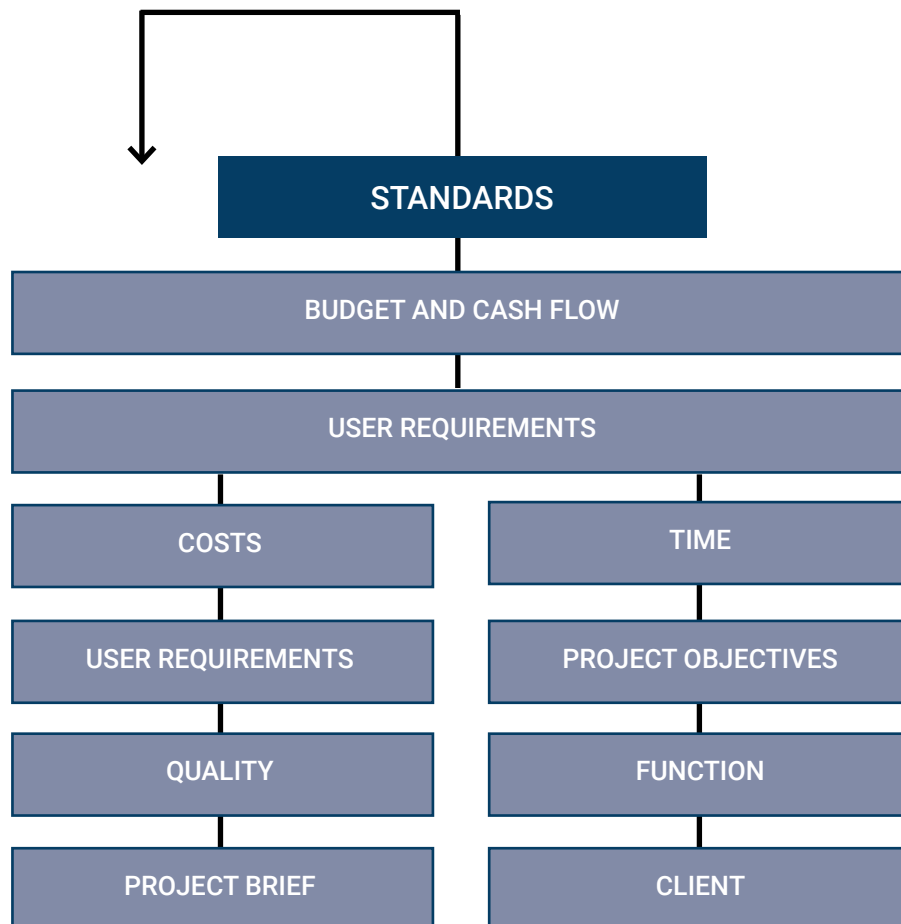
05 An agreement is signed between ISC and the client.

06 ISC implements what is contained in the technical proposal.

07 The objectives of the project are broken down into deliverables and due dates assigned.

Project Brief

A project can be described in terms of its functional time, cost and quality objectives. The success of a project will be judged against how well it meets these objectives. Our first step is to create a project brief which accurately describes the objectives. The diagram below describes this process.

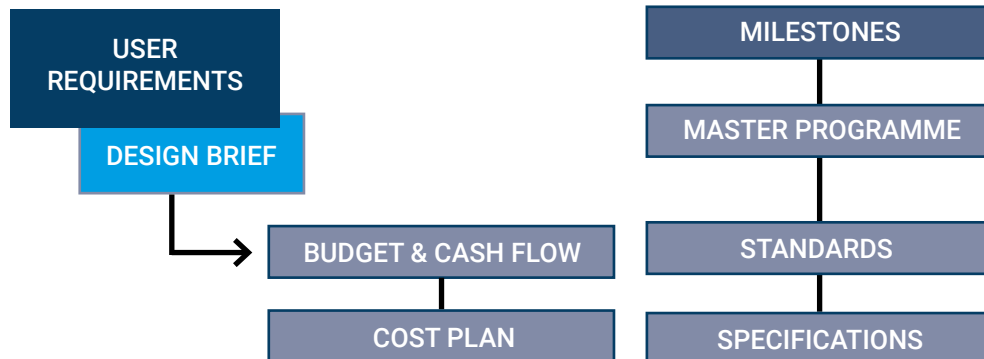


A project brief should be a strategic document containing concise information.

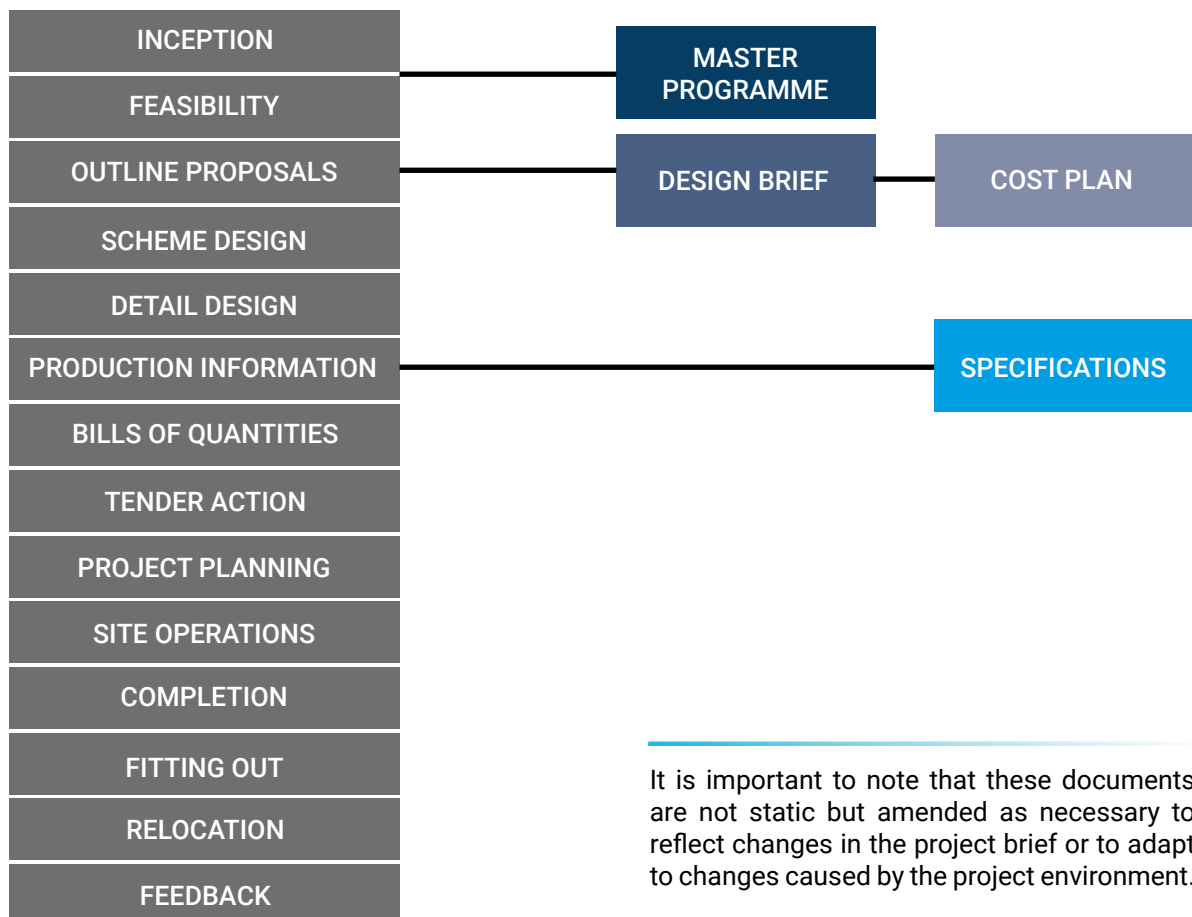
- The functional objectives are described in terms of user requirements.
- The time objectives are described in terms of key milestone dates.
- The cost objectives are described in terms of a total budget and cash flow requirements.
- The quality objectives are described in terms of standards to be achieved.

Key Control Documents

Key control documents interpret and describe in further detail the objectives set out in the project brief.



The user requirements are described in further detail to form the basis of the brief for the design team. The milestones are described in a master programme and detailed short-term programmes. The budget and cash flow requirements are broken down into further detail in a strategic cost plan. The standards to be achieved are reflected in the specification.



It is important to note that these documents are not static but amended as necessary to reflect changes in the project brief or to adapt to changes caused by the project environment.

Key Management Processes

The documents described above relate to the specific requirements of the project and allow the instigation of the following key management processes by ISC:

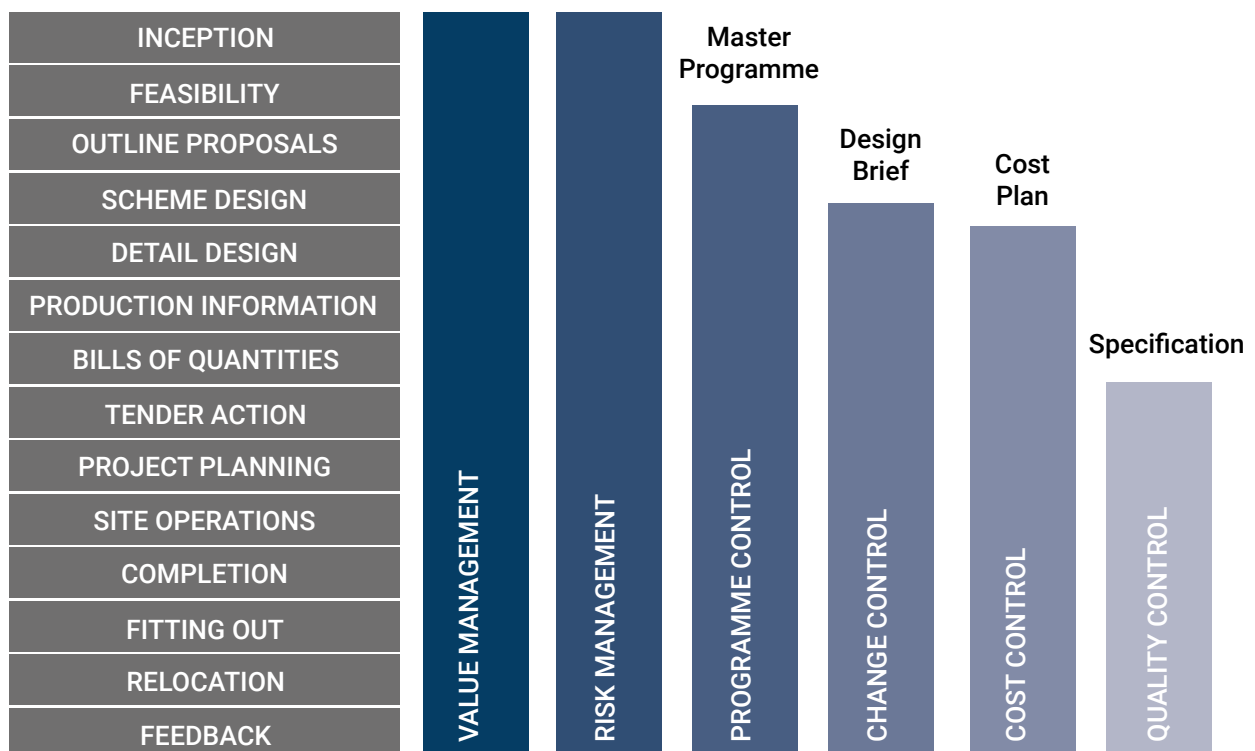
- programme control,
- change control,
- cost control, and
- quality control.

In isolation, these processes are not enough to ensure the success of a project. There are two other essential processes:

- risk management, and
- value management.

A key control document, known as a Risk Register, is required to manage risk. Value management is an all-encompassing process that requires the communication of a philosophy to the project team. This may include an initial analysis of the client's requirements against the project brief, analysis of the key control documents against the project brief and, in turn, analysis of the project design against the key control documents.

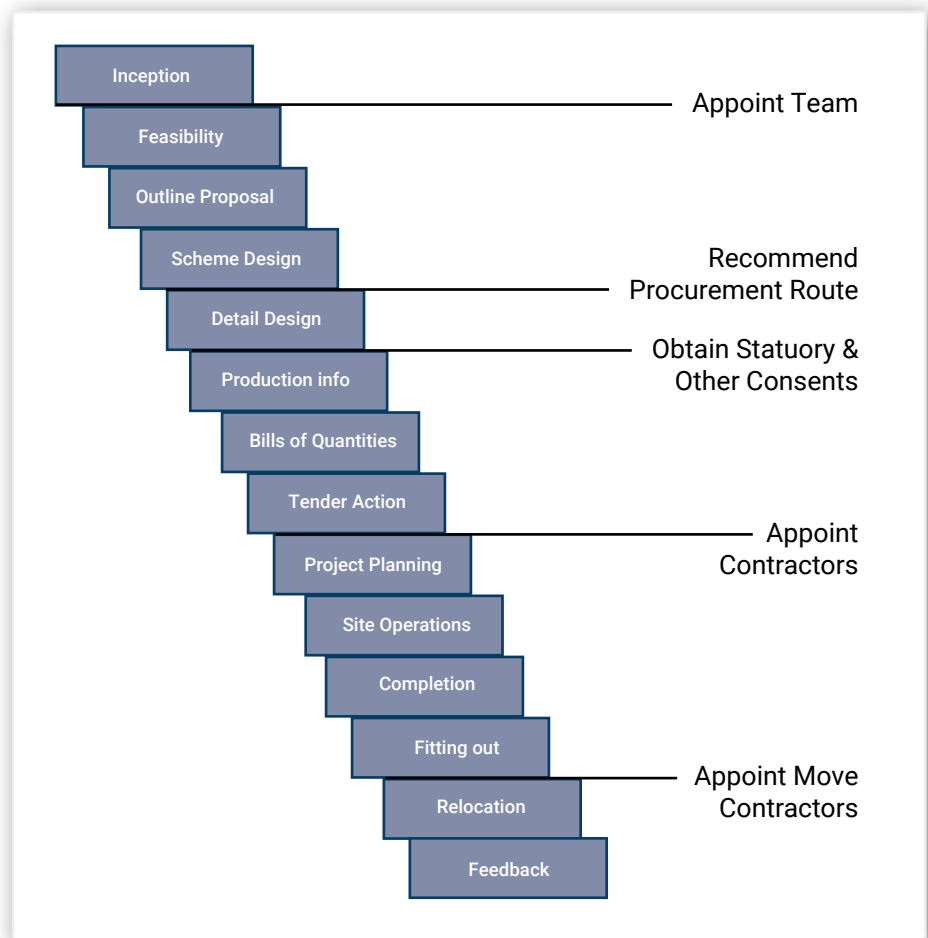
The diagram below reconciles the management processes with the project process.



Other Tasks

What we have described above are the key tasks and processes required to set up and manage a project.

There are, however, other tasks which must be undertaken to enable the procurement of design, construction, fitting out and occupation. These may include appointing consultants and contractors, recommending a procurement route and obtaining statutory and other consents.



The Project Management Plan

The carrying out of the management tasks and the instigation of the management processes by ISC (together with the procurement of the design, construction, fitting out and the final occupation) must be well planned and communicated in a format that all parties can readily understand and absorb. This takes the form of a Project Management Plan.

The Project Management Plan (PMP) provides a primary point of reference for the entire project, delineating the roles and responsibilities of each member of the project team. The PMP is tailored to the specific requirements of the project and is not a static document. It develops as the project proceeds through its formative stages, adapts if the project brief changes and accommodates changes in the project environment.

The production of the PMP also provides a platform for ISC to monitor and control the performance of other team members, including the project sponsor and user representatives. The PMP also allows the project sponsor to monitor ISC's performance.



TRAINING ACADEMY

Specialised Training and Software

ISC provides a wide range of training courses to impart knowledge and skills to those in the project management sector. Our course materials are tailored by subject matter experts to ensure relevance and practicality.

The ISC Academy provides training in the practice of project management, as well as in the use of project management technologies.

ISC's training courses are suitable for the full spectrum of career levels, starting from entry-level to senior practitioners.

Our Construction Claims Specialist course is the most advanced of its kind and relies on ISC-owned software, making this training course unique to ISC Academy.

Our BIM Implementation course is also particularly popular, as it showcases cutting edge methodologies and technology.

Certain projects require the provision of training before or during the project and ISC Academy meets this need effectively and timeously.



VIEW CURRENT COURSE AVAILABILITY
ON OUR WEBSITE

Policy Statements

We are committed to ensuring that projects are managed and completed at the highest international standard. For this reason, we have various policies that outline our global management standards, operating policies and commitment to sustainability, health and safety.



Our Sustainability Policy

ISC is committed to promoting sustainability. Concern for the environment and promoting a broader sustainability agenda are integral to ISC's professional activities and the management of the organisation.

We aim to follow and to promote good sustainability practices, to improve our financial performance, to reduce the environmental impacts of all our activities, enable our people to achieve their potential and to help our clients, partners and suppliers to do the same. Our Sustainability Policy is based upon the following principles:

- To comply with and exceed, where practical, all applicable legislation, regulations and codes of practice.
- To integrate sustainability considerations into all our business decisions.
- To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.
- To ensure we remain financially stable and assist our suppliers to do so.
- To minimise the impact of all office and transportation activities on sustainability.
- To ensure our people, both staff and suppliers, can fully develop to their potential.
- To ensure that the effect of our business on our neighbours and the public is not only minimised but actually enhances them.
- To make clients and suppliers aware of our Sustainability Policy and encourage them to adopt sound sustainable management practices.

Why Sustainability is important to us

We accept the following definitions of 'Caring for the Earth' for sustainable development: "Development that meets the needs of the present without compromising the ability of future generations to meet their own needs" and "Improving the quality of life while living within the earth's carrying capacities".

However, we believe that to be sustainable a business must ensure it covers all the aspects of sustainability and sustainable development, not just the environmental or 'green' issues. As a result, ISC has adopted the following definition: "A systematic set of objectives and strategies to improve the financial performance of the organisation, while at the same time reducing



its impact on the environment and developing a positive social effect".

This commitment means we deliver our professional activities and manage our business in a way that ensures we are financially sound, while helping our people to realise their potential, improving their quality of life and doing our bit to protect and enhance the earth's natural capital. This aspiration is delivered through our sustainability objectives, targets and indicators.

We are committed to continually improving the integration of sustainability into our working environment and business processes. ISC aims to play an active role in contributing to achieving sustainability wherever we have influence. We are equally committed to accountability and transparency in our sustainability performance.

Our Environmental Policy

It is ISC's policy to conduct our business in an environmentally responsible manner. In implementing this policy, we:

-  Take environmental impact into account during our management of projects,
-  Work with designers, contractors and suppliers to ensure environmental awareness and responsibility.

Our policy extends to our own operations, which we recognise have environmental consequences. In particular, we seek to reduce our consumption of paper and energy.

We encourage the reuse and recycling of materials and discourage the use of environmentally unfriendly products. We periodically monitor our performance in this respect.

Our Quality Policy

ISC ensures that our management and staff comply with and utilise our Quality Management System and this system is regularly reviewed for its effectiveness. A process of continuous improvement is driven by all employees through their commitment to quality.

We ensure that resources and processes to manage the company's business objectives are sufficient at all times. ISC's business objectives are communicated through all levels of the organisation. A review of the Quality Policy Statement is undertaken annually to measure advancement, improvement and effectiveness.

Our Health & Safety Policy

ISC regards the promotion of health, safety and welfare measures as an essential objective for management and employees at all levels. All reasonably practical measures are taken to minimise risk to our employees, or anyone else who may be affected by our operations.

All our employees and contractors are required to cooperate with us in carrying out this policy and must ensure that, so far as is reasonably practical, their work is carried out with the minimum risk to themselves or others. Adequate financial and technical resources are made available to enable this policy to be executed.

Information and training on health and safety is provided to all staff to enable them to perform their work safely and without risk to health. Safe and healthy working conditions are provided and maintained in accordance with statutory requirements. Where necessary, suitable safety devices and protective equipment are provided together with instruction on, and supervision of, their use.

Employees have a statutory duty to take reasonable care for the health, safety and welfare of themselves and of other persons who may be affected by their acts or omissions at work.



Who we work with

Clients and Partners

Our Clients

What they say about us

ISC has a wide range of clients on mega projects throughout Africa, the Middle East and the UK. The majority of our clients are in the infrastructure, medical, public sector and residential sectors. Here is what a few of them have to say about our services:

Green Modelling Contracting (GMC)



"ISC has gone beyond excellence to enrich our projects with exceptional solutions and standards. They relied on Lean Construction concepts and provided high values by using BIM technologies."

- GMC Managing Director Abdulrahman Mohamed

Al Gaweesh Contracting Company



"We are extremely glad to have such a successful partnership with ISC. They provide us with the best practices in the project management industry, enabling us to deliver several construction projects up to the owners' satisfaction, without compromising on any of our core values."

- Al Gaweesh Group Chair Engineer Helmy

Egyptian Ministry of Defence (MOD)



"ISC invested massive efforts and expertise to deliver our mega project successfully, especially handling communication difficulties and stakeholders' engagement effectively by utilising an innovative Project Management Information System (PMIS) and facilitating construction using state-of-the-art BIM tools."

- MOD Engineering Authority PM Colonel Kamel

Larz Development



"ISC role has led our project successfully delivered, by implementing outstanding management services across project life-cycle, and facilitating project operation role after."

- CEO of Larz Development Mohamed Al-Wakil

Al-Walaa for Contracting & Trading



"ISC professional team abled to scale up the company management processes to effectively adapt with PMO-standards, and re-forming in-house team to continue our success journey"

- Chairman of Al-Walaa Co. Ltd. Amr Fathy

Our Partners

Who we work with

All our partnerships are based on solid strategic objectives. We partner with industry leaders to offer you optimal project management services.

Teknobuilt

Teknobuilt, dual headquartered in Canada and UK, is a pioneer in the world of digital construction. Our partnership with Teknobuilt opened doors for 360° project management, including all phases of project delivery, from design, integrated procurement and on-site construction quality, to health and safety processes.

Teknobuilt's PACE 4.0 platform ensures seamless communication and engagement between all parties at every stage of a project.



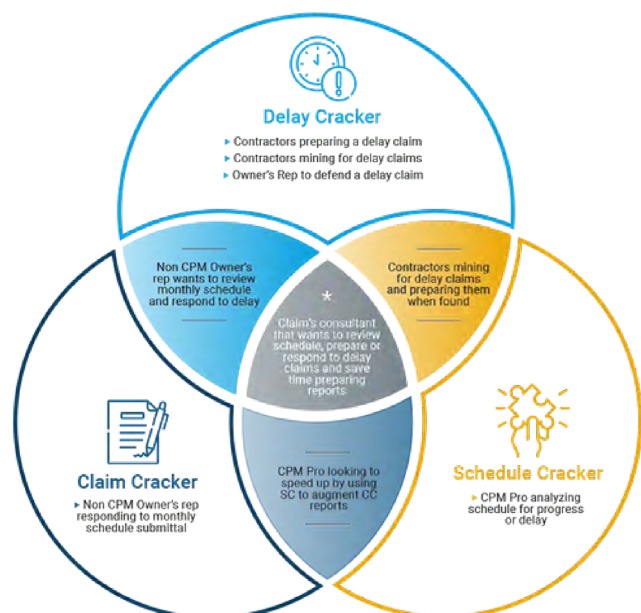
EyeDeal Tech

EyeDeal Tech is a technology solutions provider based in California.

EyeDeal Tech is the driving force behind Project Cracker, a software suite consisting of Schedule Cracker, Claim Cracker and the latest addition, Delay Cracker.

Developed in collaboration with ISC, Delay Cracker is a sophisticated tool that is designed to save money, particularly on large construction projects where delays can run into millions of dollars.

Software developed in collaboration with Integrated Solutions Consultancy.



About our Business

An overview of our business ethos

At ISC we offer innovative, world-class expertise in project management and delivery. Our exceptional reputation and high levels of customer satisfaction sustain our business and set us apart from other players in the market.

Our Philosophy

We aim to provide consistently high-quality service, delivering projects on time and within budget. We strive to establish client relationships built on a foundation of trust and mutual respect. We pursue growth, learning and innovation, creating improved integrated solutions on every project.

Our Vision

ISC's vision is to be recognised as a leading international project management company that consistently delivers exceptional service to its clients. This service is based on mutual trust, respect and the highest level of efficiency, expertise and experience.

Our Mission

Our mission is to provide a professional and personal, reliable and trusted service, whilst maintaining a commercial and flexible approach to meet the specific needs of our clients.

Our Values

- Integrity
- Commitment to Customers
- Innovation
- Passion
- Constant Improvement
- Leadership

Our Working Principles

- Safe Work Environment
- Efficiency
- Open Book Management
- Honour

Experience

The ISC Advantage



At ISC we consistently deliver projects on time, within budget, with minimal disputes and no clashes. How do we do this?

- We provide advanced services, like Lean Construction and BIM, that none of our competitors offer.
- We have anticipated all feasible gaps in the lifecycle of a project and have engineered solutions for those gaps.
- We offer end-to-end digital project management modelling that includes all aspects of a project, resulting in a truly integrated solution.

If you are seriously committed to the success and timely completion of your project, then your only logical choice is Integrated Solutions Consultancy.

Book an obligation-free consultation with us today and find out what we can do for your project.



Contact Details

Integrated Solutions Consultancy (ISC)

LONDON OFFICE

30 Churchill Place,
London, E14 5RE, United Kingdom
+44 20 3287 3267

DUBAI OFFICE

Office 211, Al Deyaar Building,
Al Barsha, Dubai, United Arab Emirates
+971 4 266 5342

CAIRO OFFICE

Building #5, Street #83,
New Maadi, Cairo, Egypt
+2 02 2358 4690

info@iscoglobal.com

Year: 2017

Founder: Dr. Ahmed Helmy

License: CR 11124708



INTEGRATED
SOLUTIONS
CONSULTANCY