



FRAME SOLUTIONS

Project Delivery Market Report 2024

72

Company Respondents

About The Survey

The insights from a range of multi disciplinary consultancy firms, large and small.

We wanted to understand trends, challenges, and opportunities in the professions sector in the project delivery space.

This is the first in a series of research efforts to gain a better understanding of current practices, challenges, and potential opportunities.

Insights are provided by Daniel Milligan MRICS, Director and Founder of Frame Solutions



Daniel, a Chartered Surveyor with experience in Project Management and Contract Administration at Faithful + Gould and Stewart Watson, founded Frame Solutions to develop user-friendly software for the Profession.

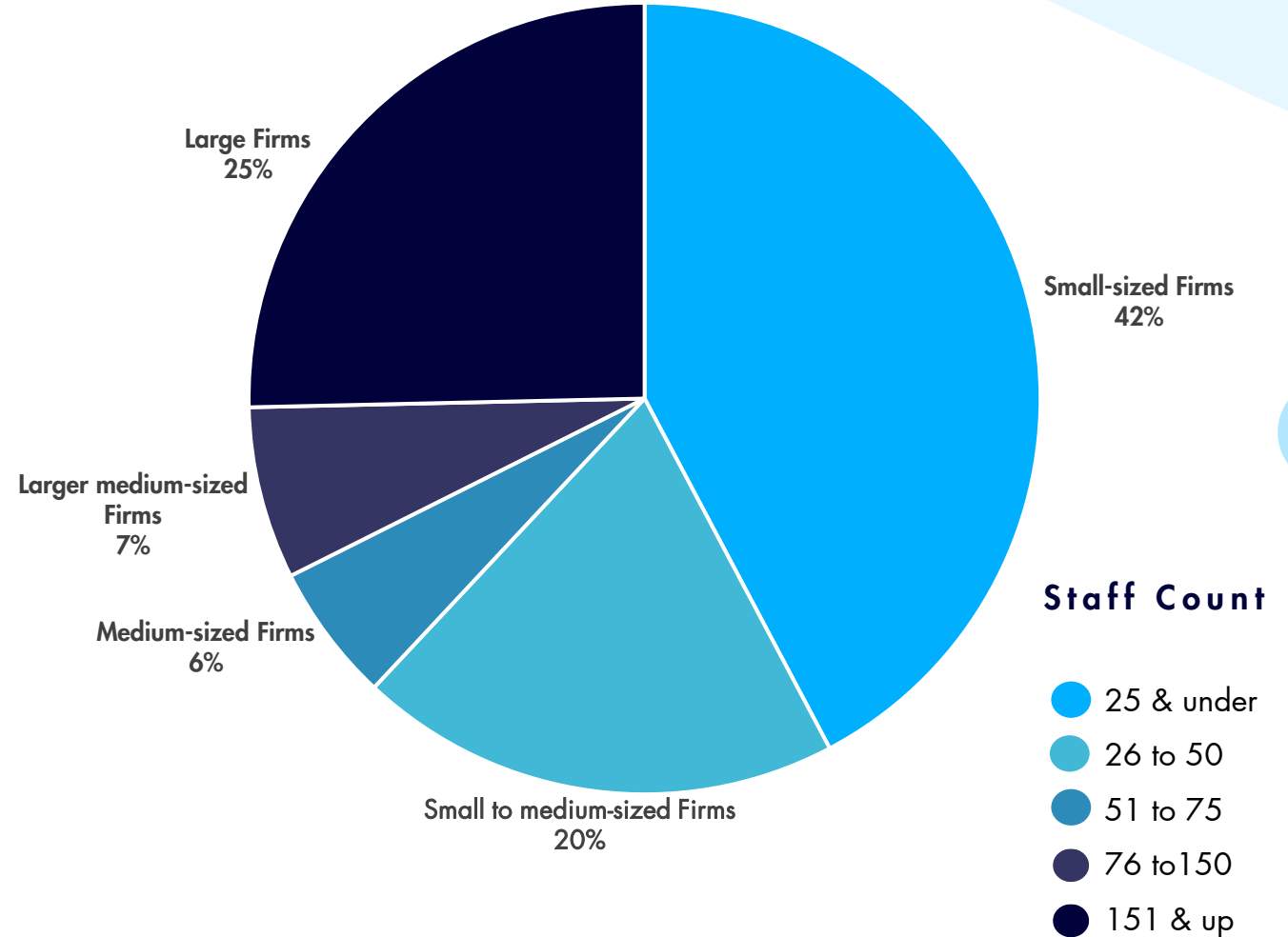
Today, Frame Solutions' software, ESTA, is one of the fastest-growing project delivery software's in the UK, offering consulting companies efficiency, consistency, and real-time visibility into projects.

Dan prioritises addressing business needs before adding technology. This approach has driven the success of Frame Solutions' clients by helping them identify pain points, conduct evaluations, and establish effective implementation frameworks.

Determining Firm Size by Staff Numbers

Defining Surveyor Firm Sizes

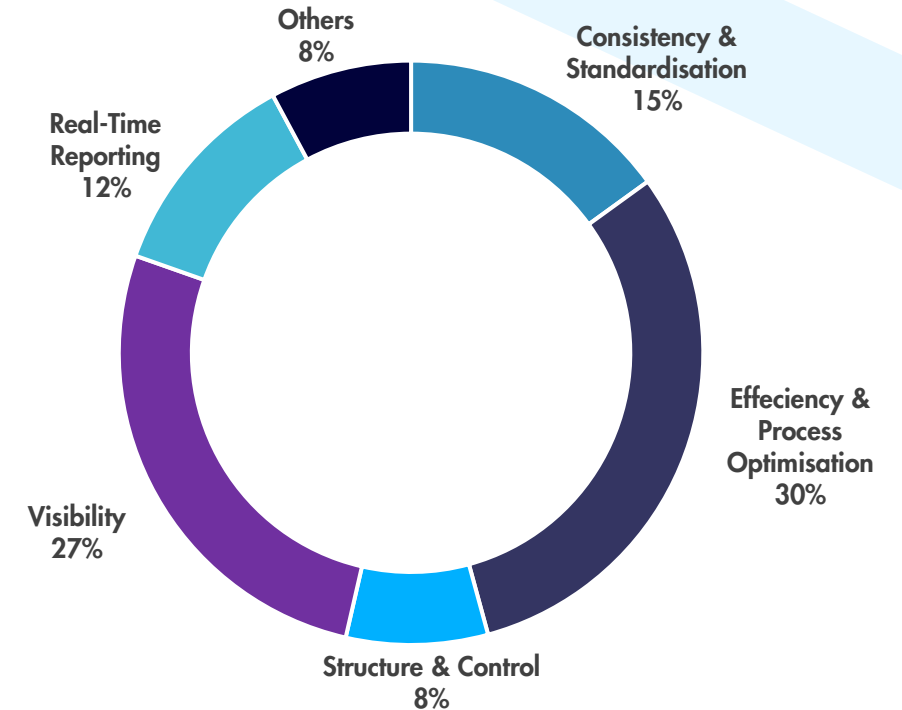
- **Small-sized Firms:** Independent or niche surveyor firms with a local or specialised focus, typically employing fewer than 25 staff members.
- **Small to medium-sized Firms:** Local or regional firms with staff numbers between 26 and 50.
- **Medium-sized Firms:** Firms with 51-75 staff, often with a regional or national presence.
- **Larger medium-sized Firms:** Surveyor firms employing 76-100 staff with a large regional or national presence.
- **Large Firms:** Major national or international surveyor firms with over 150 staff.



What Business Objectives Influence Your Technology Decisions?

Top 3 Business Drivers

1. **Efficiencies & Process Optimisation:** Improving workflows and resource allocation to reduce time, cost, and errors across multiple projects.
2. **Visibility:** The ability to access project information and deadlines, reducing risk and enhancing consultancies' project insight.
3. **Consistency & Standardisation:** Maintaining uniform standards, processes, and outcomes across various projects to ensure quality and reliability.



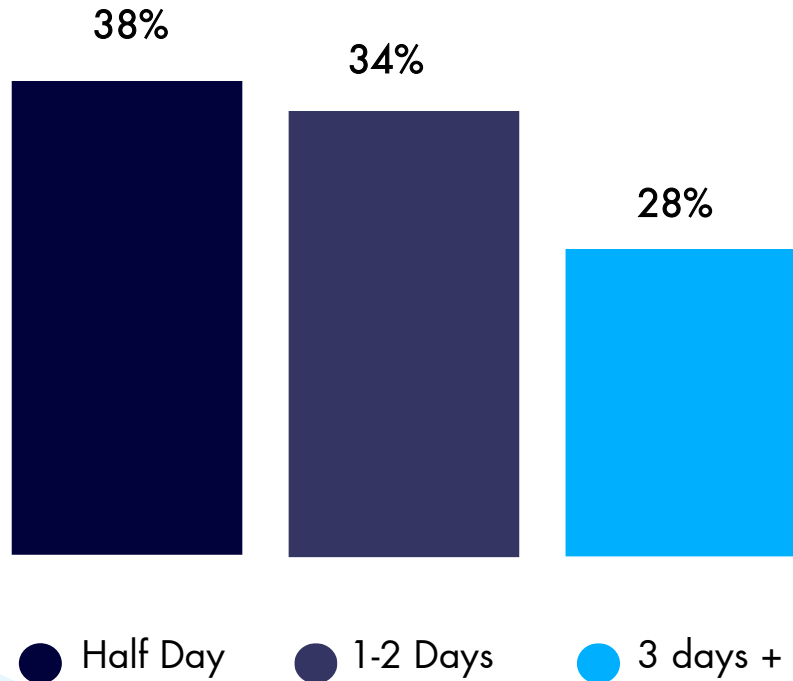
Dan's Insight:

We are currently navigating a tight labour market where growth can be challenging without going to market and increasing pay and overhead.

As a result, more companies are seeking to streamline routine tasks, freeing up staff to focus on higher-value work and enhancing overall productivity and fundamentally profit margins. We found that companies are willing to move away from the status quo when they see an efficiency gain worth five times the hourly rate per person.

Many consultancies have expanded and seek consistency across their practices. While this is manageable when everyone is in the same room, it becomes challenging as the company grows and operates from multiple offices.

What is Your Per Project Reporting Duration?



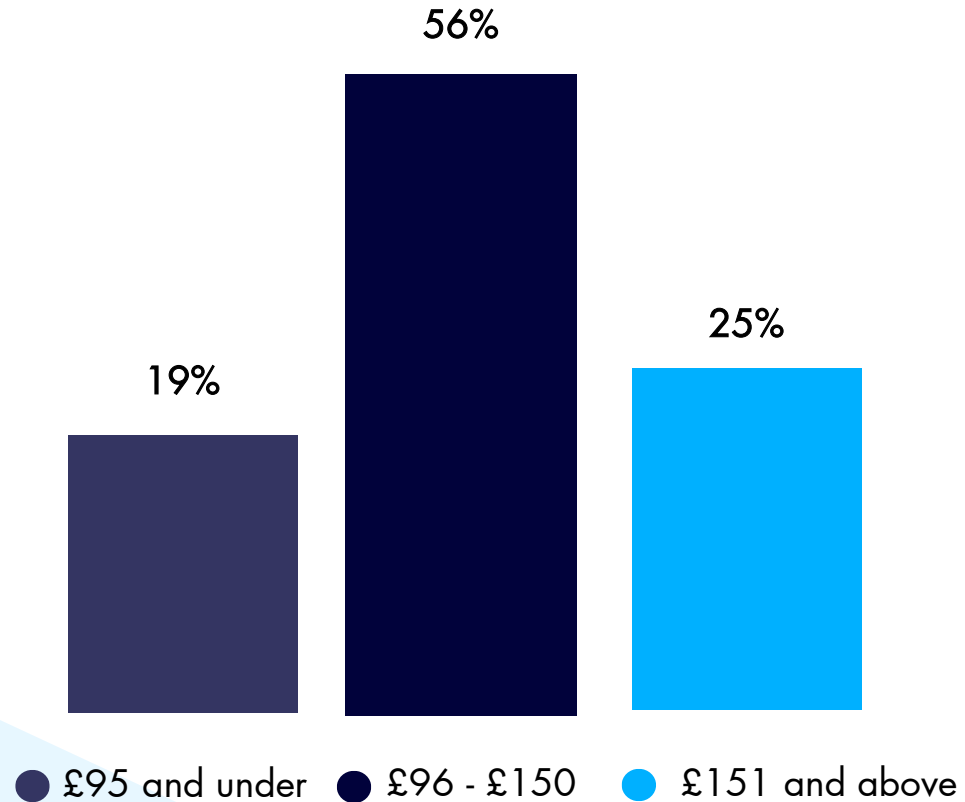
Dan's Insight:

The responses reveal that participants generally spend either half-day or 1-2 days reporting on reporting per month.

This generally falls in line with monthly reporting as an industry standard.

This is often cited as one of the biggest time drains for consultants, with many viewing it as a low-value task.

Roughly How Much Do You Charge a Mid-level Hourly Rate?



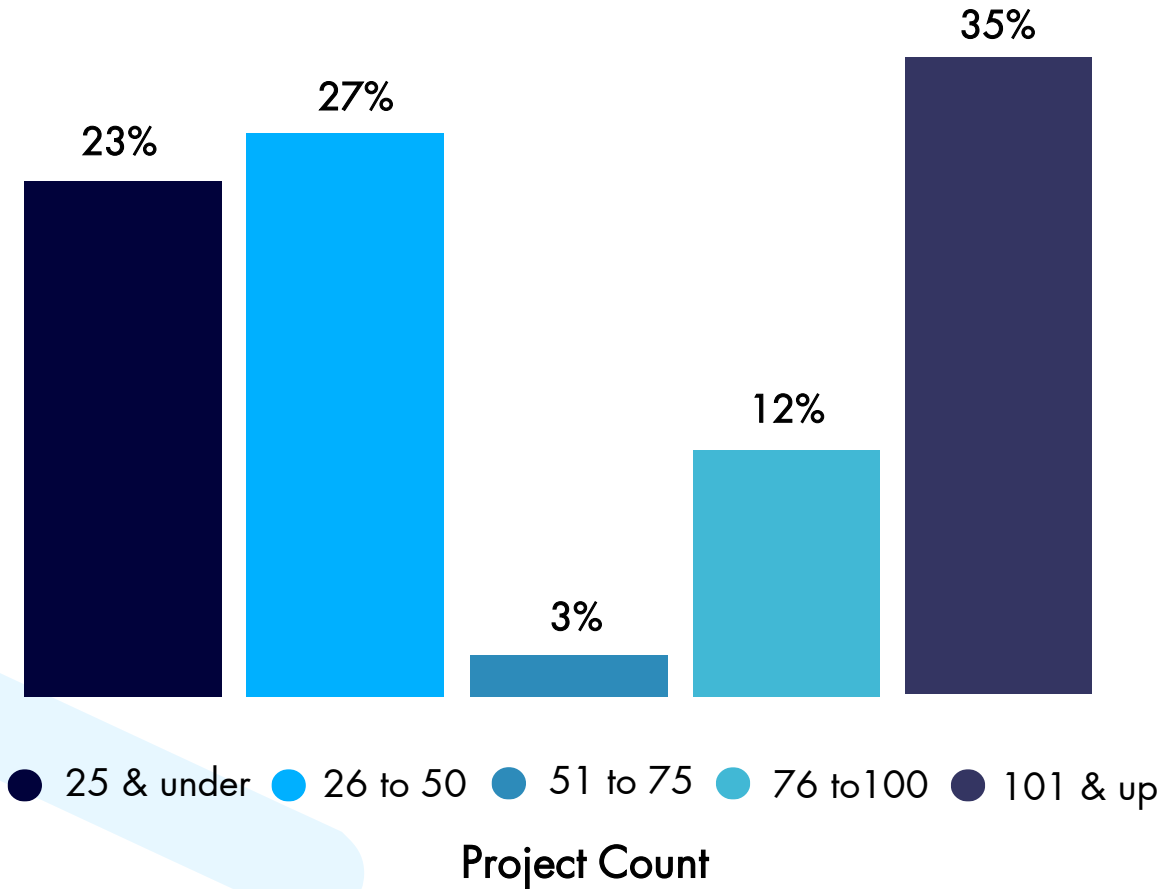
Dan's Insight:

Hourly rates varied; these rates are for a mid-range level (Chartered status or Senior).

Firms at the top end of the market tend to be highly specialised, with strong branding and unique offerings.

Which is allowing them to charge higher rates as clients are willing to pay more for firms that offer targeted expertise and innovative solutions tailored to specific needs

How Many Projects Are You Currently Managing?



Dan's Insight:

This varies widely, with clusters at both lower and higher project counts. As project size and complexity increase, achieving a comparative understanding of efforts becomes more challenging.

What we do understand, however, is that as the number or size of projects increases, the need for consistency and efficiency becomes more critical for the consultancy.



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Want to know a more or have some questions? Contact me -



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