



PREPARED FOR • McLAUGHLIN & HARVEY

Live. Connected. Defensible at Close-Out.

How Sablono replaces manual progress reporting with a connected delivery platform — giving McLaughlin & Harvey's site and commercial teams live visibility and a defensible quality record at project close-out.

Site teams. Commercial teams. One live record.

Sablono connects what's happening on site to what the commercial team needs at close-out — built continuously through the project, not assembled under pressure at the end.

A note for McLaughlin & Harvey

Across a complex portfolio of healthcare, defence, education, infrastructure and marine projects — many delivered through long-term framework partnerships — McLaughlin & Harvey's site and commercial teams currently manage progress and quality through manual processes. Sablono replaces that with a connected delivery platform: live activity tracking for site teams, structured quality workflows that produce a defensible record at close-out, and the kind of programme visibility that strengthens client relationships and protects commercial position.

Who this is for

McLaughlin & Harvey project directors and senior delivery leads

What it covers

Risk areas, current opportunities and how to close the gap

What comes next

A conversation with a Sablono specialist to help you streamline your workflows

The Cost of Manual Progress Reporting

On complex, multi-trade projects — healthcare wings, defence facilities, education campuses, port infrastructure — manual progress reporting and informal quality management consume significant site and commercial team effort. The data is always lagging. The record is always incomplete. And at close-out, the gaps become disputes.

01

Progress reported after the fact

Site managers compile weekly progress reports from memory, walks and spreadsheets. By the time the report reaches the commercial team or the client, it is already out of date — and it captures none of the texture of what actually happened.

02

Quality records informally maintained

Inspection records, test reports and sign-off sheets are maintained in paper files and email trails across multiple trades. They are not linked to specific work items or programme activities — and at close-out they are incomplete.

03

Commercial team flying blind

The commercial team manages variations, subcontractor accounts and final account negotiations from partial information. Programme delays, quality failures and scope changes that weren't formally recorded become weak positions at close-out.

04

Client reporting is manual overhead

Framework clients — NHS trusts, MOD, local authorities — expect structured progress and quality reporting as part of the contract. Producing it from manual data means disproportionate administrative effort for every project update.

The effort of reporting shouldn't exceed the effort of delivering. Sablono makes them the same thing.

What's at Stake for McLaughlin & Harvey

£500m+

group turnover — manual reporting and close-out disputes add cost and risk across the portfolio that a connected platform removes

Multi

framework programmes — Scape, Pagabo, Procure23 clients expect structured quality and progress documentation as a contractual baseline

170yrs

of delivery reputation — close-out disputes and quality record gaps put client relationships and framework position at risk

Close-out disputes

Without a structured, timestamped record of what was built, when and by whom, final account negotiations and variation disputes are weakened. The commercial team negotiates from memory rather than evidence.

Client confidence

Framework clients — NHS trusts, local authorities, MOD — expect reliable progress data and quality documentation. Inconsistent or retrospective reporting erodes confidence in McLaughlin & Harvey's delivery capability.

Rework costs

Quality issues identified late — after follow-on trades have proceeded — are more expensive to resolve. Defects found at client handover rather than during build carry the full cost of reopening finished work.

Programme overruns

Without live visibility of what's actually been done versus what should be done, programme risks surface too late. Site management reacts to overruns rather than preventing them.

Commercial team exposure

Variations, dayworks and subcontractor accounts unsupported by contemporaneous site records are hard to enforce and easy for clients to reject. The commercial position at close-out is only as strong as the records produced during delivery.

Administrative overhead

Manual reporting — weekly returns, progress updates, quality sign-off sheets, client reports — consumes site and commercial team time that could be spent on delivery. It also produces a record that is inconsistent and hard to interrogate.

Where Manual Processes Create the Biggest Risk

01 The record lags the project

By the time a weekly progress report is compiled and submitted, the project has moved on. Decisions are made on last week's data. Risks identified this morning won't appear in the report until next Friday.

02 Quality sign-off not linked to activity

Inspection records and test certificates exist — but they are not connected to the specific work item, programme activity or subcontractor they relate to. At close-out, producing a coherent quality record requires manual assembly from disparate sources.

03 Variations without contemporaneous record

When variations arise, the commercial team relies on what the site team remembers or noted informally. The absence of a timestamped, activity-linked record weakens the commercial position in any dispute about scope, delay or additional cost.

04 No live view above site level

Project managers, commercial managers and operations directors have no real-time view of programme and quality status across active projects. Escalation happens when a problem is already serious — not when it could still be cheaply resolved.

The Question to Ask.

On any active McLaughlin & Harvey project right now — if the commercial team needed a complete, timestamped record of activity and quality sign-off for a specific work package to support a variation or final account, how long would it take to produce and how complete would it be?

Evidence or reconstruction?

How Sablono Works for McLaughlin & Harvey

Sablono structures the project programme into activities, packages and zones. As site teams record work in real time, progress and quality sign-offs are captured automatically. The commercial team has a live, timestamped record at any point in the project — ready for client reporting, variation support and final account close-out.

01

Live progress — no weekly report required

Site teams record activity as it happens — by work item, package and zone. Progress updates in real time. Project managers and commercial teams see current status, not last Friday's summary. Client reporting is generated from live data, not manually compiled.

02

Quality sign-offs linked to work items

Inspections, test certificates and sign-offs are captured against the specific activity they relate to — timestamped, searchable and linked to the programme. At close-out, the quality record is already structured and complete. No manual assembly.

03

A defensible record for commercial close-out

Variations, delays and subcontractor account disputes are supported by a contemporaneous, activity-linked record of what was done, when and by whom. The commercial team enters final account negotiations with evidence, not recollection.

Four Ways Sablono Strengthens McLaughlin & Harvey's Delivery

For a privately owned contractor with a 170-year delivery reputation, long-term framework relationships and a commercial team that needs a defensible record at every close-out:

01 Eliminate the reporting burden

Recording delivery is the reporting

When site teams record activity in Sablono, progress reporting is generated automatically. No separate weekly return. No manual data entry for client updates. The administrative overhead of reporting is removed — and the data is more accurate and more current.

02 Protect the commercial position

Contemporaneous evidence, not reconstruction

Variations, delays and scope changes are supported by a live, timestamped activity record from day one. At final account, the commercial team negotiates from structured evidence — not from memory, email trails and site diaries that were never designed to be a commercial record.

03 Give framework clients what they expect

Structured reporting as a contractual baseline

NHS trusts, the MOD, local authorities and other framework clients expect structured quality and progress documentation. Sablono makes that documentation a natural output of site delivery — meeting framework requirements without additional overhead.

04 Live visibility across all active projects

Operations and commercial teams see it now

Project managers, commercial managers and ops directors see live programme and quality status across every active project — not a lagged summary. Issues are visible when they can still be cheaply resolved, not when they have become programme failures or disputes.

Let's Have a Conversation

We work with main contractors on exactly this challenge — replacing manual progress reporting with a connected delivery platform that gives site and commercial teams live visibility and a record they can rely on at close-out. We'd welcome a conversation with the McLaughlin & Harvey team about how it maps to your projects.

WHAT A FIRST CONVERSATION COVERS

- How Sablono structures a McLaughlin & Harvey project — work packages, zones, trade sequences — and how site teams record activity and sign-offs without disrupting the way they already work on site.
- How live progress visibility works for the commercial team — what they see, how variations and delays are captured contemporaneously, and what the close-out record looks like when it's built from day one.
- How framework client reporting works — what structured quality and progress documentation looks like as an output of site delivery rather than a separate manual process.
- What implementation looks like on a live project — timeline, effort, and what McLaughlin & Harvey's site and commercial teams would need to do to get started.

Get in touch.

30 minutes with a Sablono specialist to get a clear view of your current exposure and how to address it.

[Start the conversation →](#)

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