

Case Study

Clan Contracting Ltd

Background

Clan Contracting Ltd is a leading specialist contractor in structural repair, masonry restoration, and building conservation across the Northwest. Following an introduction to the Horizons team at Liverpool John Moores University (LJMU), a consultative digital review was undertaken to explore opportunities to strengthen digital capability and improve operational efficiency across the business.

Challenge

An assessment of current systems and workflows revealed opportunities to boost productivity and support long-term digital transformation. Clan realised that adopting better digital tools could enhance the client journey and improve performance.

Traditional processes and outdated systems increased administrative burdens and created inconsistent workflows, limiting digital tool integration. Challenges included the need for scalable construction management software, limited digital skills among staff, and interest in exploring technologies like LiDAR and 3D scanning.

The focus was on aligning suitable technologies with operational needs, enhancing staff capabilities, and maintaining competitiveness in the conservation and construction sectors.

Delivery Partner



Solution

The Horizons teams provided structured digital support to Clan, focusing on diagnostics, capability assessment, and tailored knowledge-exchange activities.

The project included a comprehensive evaluation of Clan's project management and construction management software to guide their digital transformation over the next two years. Practical demonstrations of technologies like LiDAR scanning, photogrammetry, AR/VR applications, and 3D digital workflows were conducted, highlighting their relevance to Clan's operations. The support extended to exploring 3D scanning as a potential new commercial service and delivering masterclasses to upskill employees in emerging digital tools and technologies.

As a result, Clan utilised their new skills to create a 1:1 scale 3D-printed model of a cast-iron beam using reverse engineering processes, eliminating the need for a traditional pattern maker and showcasing the practical value of digital innovation.

Guidance was also provided to 3D print a test piece of the beam to ensure the profile's accuracy, avoiding the costly process of removing the section and creating a new beam.

Impact

The collaboration has greatly enhanced Clan's digital readiness and operational capability. This has resulted in a more streamlined workflow that improves client experience and reduces administrative tasks. Staff now have increased confidence and skills in using digital tools, new technologies, and construction management software.

Clan's competitive position in the heritage and conservation sector has strengthened due to the early adoption of innovative digital methods. They have expanded their services by exploring 3D scanning and digital fabrication.

Additionally, they achieved direct cost savings of £3,850 by internally producing a 3D-printed cast-iron beam model, eliminating the need for external pattern-making services. Clan can now tender for jobs that were previously beyond their capability due to their new knowledge and skills.

Ongoing collaboration with LJMU will support further research activity, workforce development, and continued engagement through student projects and specialist academic input across the Liverpool City Region.

“By engaging with Horizons, we have significantly advanced our digital capability and enhanced the resilience of our business. The upskilling, knowledge exchange, and introduction of new technologies have enabled us to develop workflows and digital outputs that were not previously achievable.

These new capabilities have already supported the business to successfully secure over £35,000 of additional new work, and our client feedback on the enhanced digital deliverables has been extremely positive.

As this area of activity continues to grow, we anticipate further expansion of the team and the creation of new roles and jobs to support increased demand.”