



SMARTER GROWTH CONSULTING

From Complexity to Clarity with The Hive Foundations

Within five months of applying The Hive Foundations, a £50m construction supply business cut time wasted on chasing invoices by 70%, improved on-time job completion, gained better visibility of delays and unlocked supplier opportunities to reduce costs while improving service, all while giving leadership more time to focus on growth.

The Challenge They Faced

Rapid growth had left the business struggling to keep pace:

- Jobs duplicated across teams with no clear ownership
- Processes reliant on "how Dave does it" rather than standardisation
- Daily firefighting leaving no time for strategic thinking
- Constant rework eating into margins and creating tension between sales and operations
- Staff frustrated because problems never seemed to get fixed.

Our Solution

We provided a structured consultancy approach to simplify processes and unlock efficiency. Together, we:

- Mapped end-to-end processes to visualise handovers and identify bottlenecks
- Analysed where duplication, delays and breakdowns were costing time and money
- Standardised handover routines between sales and operations to create accountability
- Introduced "quick fix" huddles so issues surfaced earlier and could be acted on faster
- Highlighted supplier inefficiencies and opportunities to renegotiate or switch for better value

Hurdles We Worked Through

- Longstanding habits of "this is how we've always done it"
- Nervousness around changing suppliers due to long-term relationships
- Skepticism about whether new routines would actually save time

By showing the real cost of inefficiencies and keeping fixes simple and relevant, we built confidence and buy-in across the team.

The Difference It Made

- 70% reduction in time spent chasing invoices, freeing up back-office resources
- Jobs completed on time more consistently, with contractors and staff clear on where they needed to be
- Earlier visibility of delays, giving management time to step in and resolve issues before they escalated
- Supplier cost savings unlocked, with opportunities identified to renegotiate contracts or bring in new partners offering lower costs and better service
- Leadership freed from firefighting, with more headspace to plan and drive growth.

Keeping the Momentum

With mapped processes, clear handovers, and proactive supplier management, the business now has the foundation for smarter growth. The Hive Foundations approach didn't just solve immediate inefficiencies – it created reusable tools, stronger supplier relationships and a culture of accountability that will keep improvements landing as the business scales.

Client Details

UK construction supply business, ~£50m turnover.