Case Study

Lucid improves audit quality and reporting speed with Fulcrum

Overview of Lucid Consulting Australia

Lucid Consulting Australia is a national, multi-disciplinary engineering consultancy dedicated to delivering tailored engineering, advisory, and project delivery services. Its capabilities span diverse areas, including mechanical, structural, electrical, hydraulic, and fire engineering, along with sustainability and specialist technical advisory.

Lucid serves a range of sectors such as health, education, infrastructure, and transport developments, with a commitment to innovation and efficiency that drives project success. The consultancy's approach centres on clearly understanding client needs and delivering outcomes that prioritise long-term asset performance and operational value.

As Lucid continues to expand and evolve, managing accurate and efficient field data has become increasingly crucial. Robust field data collection directly supports Lucid's broader goals of technical excellence, assured outcomes, responsive project delivery, and continuous improvement across all its engineering and advisory services.

Initial data collection challenges

Before selecting a single digital platform, Lucid experimented with varying ways of managing field data collection. Early methods ranged from manual paper-based audits to fragmented digital tools. These approaches had their challenges, ranging from incomplete or corrupted datasets, frequent rework, and delayed reporting to clients. The lack of a robust digital solution impacted Lucid's ability to maintain consistent data accuracy, productivity, and project timelines.

Platform selection and implementation

Lucid outlined clear technical requirements to guide its selection of a new data capture platform. Secure local hosting within Australia, robust offline capability, built-in photo capture, and templates that could be customised internally were all key considerations. After evaluating several platforms, Lucid selected Fulcrum, finding it completely met all these operational requirements.

Implementation was completed rapidly, with internal training enabling full operational use within weeks. With a clear rollout plan and internal training support, Lucid's teams were able to incorporate the platform into its field workflows within weeks/months, for a quick transition to the platform.

Consistent and efficient field operations

Lucid undertakes detailed engineering audits and condition assessments in diverse and often complex environments, including hospitals, universities, and correctional facilities. Each environment has specific regulatory demands, asset complexities, and client expectations.

Standardised templates developed in Fulcrum enable Lucid teams to collect data consistently across projects. Prepopulated templates embedding critical asset information such as expected lifespan and component characteristics reduce repetitive manual input, improve accuracy, and increase field team efficiency. This consistent approach simplifies training, reduces data variability, and accelerates project delivery.

Offline capability has been especially valuable in environments where connectivity is limited, including remote and restricted environments and secure sites that prohibit SIM card use, ensuring uninterrupted data capture during audits. Collected data synchronises automatically upon re-establishing connectivity, ensuring complete datasets regardless of field constraints.

Improved client reporting and analytics

Lucid leverages Fulcrum's structured outputs to efficiently produce customised dashboards and detailed client reports. Typically, these reports include comprehensive asset condition data, lifecycle costing, maintenance schedules, and geographic mapping.

Fulcrum's automatic GIS integration captures geospatial data during site audits, embedding it directly into Lucid's reporting outputs. This automated process eliminates the need for additional GIS processing or manual input, providing clients with clear visual context for asset management and informed decision-making.

Scalable digital delivery

Lucid has continued to integrate Fulcrum into its broader engineering and technology strategy. Planned developments within Fulcrum, including enhanced Esri GIS integration and new artificial intelligence features, closely align with Lucid's future digital objectives. These advancements will further support Lucid's ability to deliver high-quality engineering services at scale, efficiently adapting to emerging client needs across sectors.

Ready to create your own digital transformation success story?

Contact us for a no-obligation chat to get started today!