



About Acuro

Acuro Snagging is an independent professional snagging company stationed in East Anglia. This company specialises in the provision of detailed snagging reports for owners of newly constructed homes throughout East Anglia. The areas they cover include, but are not limited to, Essex, Kent, Cambridge, Suffolk, and Norfolk.

Their objective is to ensure customer satisfaction by giving them peace of mind, with the knowledge that their new homes meet the highest standards. Acuro Snagging's role involves the identification of potential problems and the reporting of any snagging defects within the home that necessitate remedial action by the building developers of the new homes.

What processes do you use Insite for?

Acuro Group Limited deliver a market-leading professional snagging service to new build homeowners, investors, and property developers. Insite allows our site surveyors and office team to work in collaboration, to provide professional snagging reports for our clients, with ease.

How has Insite helped to improve these processes?

1

Solution 1 - Customised Reporting

Insite provides a key tool for business expansion. Its robust functionality and customisation options make it possible to generate highly tailored, professional reports that cater to a diverse range of client needs.

2

Solution 2 - Enhanced Report Quality

The adoption of Insite has greatly improved the quality and aesthetics of our reports. By using its smart design and user-friendly interface, we can produce high-standard, visually engaging reports that enhance our professional standing.

3

Solution 3 - Streamlined Processes

Insite has been integral in streamlining our internal operations. The platform automates and simplifies several tasks associated with report generation and delivery, thereby improving efficiency.

How does the inspection completion time using Insite compare with other systems you've used?

The contrast between Insite and other apps is like night and day. Insite is more reliable, customisable, and superior with its cloud integration and internal dictionary, creating a perfect environment for collaborative work. Furthermore, it offers an excellent suite of tools tailored for snagging practice.



Who uses Insite in your team and how has it improved communication?

Our primary clients consist of new-build homeowners and property developers, and our collaboration with both has been effortless. We predominantly survey houses and issue reports within a few working days. These reports are then either sent back to the property owners or directly dispatched to the builders if we are working on behalf of a developer. The speed and efficiency of this process underline our commitment to customer satisfaction and reinforce our standing as reliable partners in the property development and home ownership process.

Does computer access to your inspections enhance utility, and if so, how?

The desktop element of the app is one of the main reasons why we chose Insite. It proves immensely beneficial when we are finalising reports for clients, providing a user-friendly interface and seamless functionalities.

Moreover, it is also a great asset for creating projects in advance, ensuring smooth project planning and execution. The availability and efficiency of the desktop element essentially offer us a centralised workspace, enhancing productivity and enabling us to deliver high-quality, timely service to our clients.



How satisfied are you with the final reports for the clients?

We're so happy with the quality of the final reports that we send to our clients, as we continuously receive positive feedback after our on-site surveys. This feedback is a testament to the precision, detail, and comprehensiveness of our reports, all of which contribute to the trust and rapport we have established with our clients. Furthermore, the turnaround time is impressive, considering how creative and customisable the app is when compared to others.



Product satisfaction

5/5

Likelihood to recommend

10/10

Image mark-ups

5/5

Reports

5/5

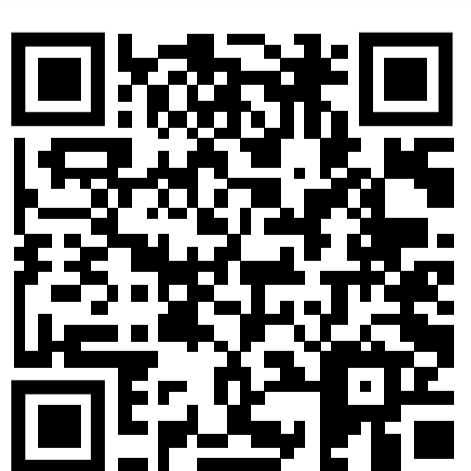
“Insite has **revolutionised our snagging process**, enhancing the quality of our reports and **boosting client satisfaction** to an all-time high. It's more than an app; it's a transformative tool for our business.”

Jake Wing

Company Director / jake.wing@acurogroup.co.uk

Acuro pride themselves in providing a customer-friendly, professional snagging service, with the client's best interests at the heart of their operations. Following one of their snagging surveys, all of their reports are user-friendly and are distributed to their clients. Their snagging reports are designed with photographic evidence and detailed descriptions to ensure defects are clear for the developer to address.

Scan to download:
iOS iPhone & iPad



Download on the
App Store

Scan to download:
Android Mobile & Tablet



GET IT ON
Google Play