

# Working in partnership with our customers



Staff from Barbour and Arup's Information Management Group

## Barbour's services – better than ever

Following the inclusion of British Standards throughout our web services and the addition of a rapid weekly document update, things have never looked better for Barbour's construction and health and safety web service customers.

Feedback suggests the new design of Construction Expert and Professional Series on the web is a real improvement and we are pleased to have worked closely with customers to provide continual enhancements.

Since the beginning of the year, over 400 companies have joined or come back to us to take advantage of our developments and new services. Our current awareness briefings, CPD events and friendly customer support are just some of the added value benefits customers enjoy – great reasons to be part of the Barbour revolution!

## Arup staff visit New Lodge

We welcomed Arup back to Barbour earlier this year, after they reviewed our services and agreed that we could support their complex information needs. Arup access our services through their global intranet and user statistics highlight they are used frequently and far and wide by Arup staff – whether in Manchester or Melbourne!

We were delighted to welcome 6 members of Arup's Information Services team to our New Lodge headquarters in Windsor, on Monday 23rd August.

Barbour Account Manager Mandy Watson and Service Development Director Heather Beach presented a review of Arup's use of our web services and gave an update of developments in the pipeline, many requested by Arup staff directly.

Lunch provided a great chance for colleagues to mingle and chat – especially those from our in-house editorial and service development teams who have regular contact with Arup staff on the phone, at seminars and in Barbour Advisory Board Meetings.

Unfortunately, rain prevented croquet in the grounds of New Lodge, but spirits weren't dampened!

Julian Dawson, a Senior Librarian at Arup, commented that it was good to be back with Barbour. "Access to online technical documentation is a vital part of the information services we provide, and we are pleased with the way Barbour are responding to our special technical requirements. It was great to be invited to New Lodge and spend time with Barbour staff out in the country."