



# #TheirProject

*Hayley Windows*

DESIGN & INSTALLATION LTD

## FEATURE IN FOCUS

Customer Service & Operations

## SUPPLIER COORDINATION

Business Pilot streamlined the project from inquiry to sign-off by tracking all quote revisions chronologically. Centralizing orders across three separate suppliers ensured operations only booked the installation once every component arrived. Plus, with all communications logged in one shared hub, any team member could instantly update the client.

## BRIEF

The homeowners dreamed of building a modern architectural bungalow in their own garden. The goal was to create a striking, efficient single-storey home centered around a light-filled courtyard that reflected contemporary living without losing warmth or character.

## THE CHALLENGE

Because this bespoke project was designed and quoted over a long timeline, the team had to manage multiple design revisions and quote amendments. Furthermore, coordinating components from three separate suppliers required absolute operational precision to ensure installation tracking remained perfectly aligned.

“ All stages of customer communications ran seamlessly through Business Pilot ”

LAURA MOLINEUX, DIRECTOR

 BusinessPilot

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## PRODUCTS USED

Origin OB49 Bifolds

Origin OW70

RK Pivot Entrance Door

## THE RESULT

The Hagley project delivered a striking, contemporary single-storey home wrapped around a light-filled central courtyard. High-performance glazing and flawless execution achieved the perfect balance of modern architectural design, energy efficiency, and welcoming warmth.