CUSTOMER JOURNEY



# **CREATING CERTAINTY AT THE CORE** OF ANY STEEL FRAME PROJECT.

Intrastack's focus is on having the earliest possible involvement with your projects. Through this approach we can ensure that the Intrastack LGSF system is optimised to meet your specific project requirements, and that we design out waste, inefficiency, and unnecessary cost - whilst providing a smooth, professional, and efficient customer-experience.

#### **Key Milestone 1: Preparation & Brief**

- Project and building performance specification details discussed
- Intrastack system design guidance & example details reviewed • Intrastack system accreditation information provided
- Key project supply-chain contacts established

## **Key Milestone 2: Concept Design**

- Sharing of architectural designs
- Feasibility study completed
- Intrastack Installers introduced to Principal Contractor
- Budget costing & outline installation programme developed

#### **Key Milestone 4:** Manufacture & Assembly

- Site call-off schedule agreed between the Installer and Intrastack
- Intrastack commences panel manufacture & assembly for call-off
- Any site-applied sections, stairs, balconies are fabricated ready for call-off



#### **Key Milestone 3: Technical Design**

- Detailed guotations to Intrastack Installers Intrastack Installer selected, then appointed
- by Principal Contractor
- Installer places design & supply order with Intrastack • Upon design-freeze, a full set of General Arrangement drawings are produced for pre-manufacture review



#### **Key Milestone 6:** Handover

- Intrastack system-installation completed
- Any project-specific documentation & warranties provided
- Complete project information pack issued
- Post-project review meeting held



### **Key Milestone 5: On-Site Installation**

- Intrastack system components delivered to meet schedule
- Intrastack installation take places with regular
- on-site visits throughout
- Engineering & technical support provided if required