

Annual Report 2026

A year of steady growth

Ten years ago, desks were stacked with paper folders. Today the same material lives as PDFs in a downloads folder. There is less paper, but no fewer documents: they have simply moved, scattered across email attachments, chat apps and shared drives.

For many people the day starts with a search. Which version of last week's contract did the client send back? Is a page missing from the approval form? As documents multiply, the time goes not into reading but into sorting, checking and delivering.

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A document lives longer than we expect. A quote is received, read, marked up, revised, merged with attachments and signed before it reaches the client. Switch tools at every step and details get lost along the way.

Engineering teams keep it simple: drawings and specifications are saved as PDFs, and reviewers mark them up directly with highlights and sticky notes, so comments travel with the file instead of in separate emails.

"The worst thing is feedback scattered everywhere," says a structural engineer. "When the marks stay in the document, the next person knows what to change the moment they open it."

Finance teams care about order and completeness. Claim attachments, invoices and approval forms are merged into one file, put in order and password-protected before they go out. One page too many or too few can send a whole batch back.

Legal and admin teams have their own rhythm: contract versions compared clause by clause, personal data redacted for good, forms filled in, signed and filed. The tools may differ; what matters is a clear record at every step.