

# ON DEMAND COMMUNICATION

Improved Client Communication for  
a Construction Contractor



## BACKGROUND

A nationwide construction/engineering firm dealing with 300 and 400 satellite job sites at any given time relies on constant correspondence to deal with compliance and ever changing environmental and project issues.

### The Challenge

Due to an increase in business and regulatory requirements, a system had to be developed that would automate the process of delivering correspondence to new project sites. The correspondence consists of project and engineering plans, material lists, compliance and safety regulation and other miscellaneous documents.

### Solution

Working with the engineering and construction firm, IBM and CrawfordTech devised a solution that allows project managers to assemble all documents and content required for a new project and deliver the finished packet to target construction sites. The new solution uses IBM FileNet's P8 to store and manage documents. Using IBM's WorkPlace, content in multiple formats (MS Word, MS Excel, TIFF and Adobe PDF) for new construction jobs is selected and sent to CrawfordTech's Riptide. The request is received by Riptide and the documents retrieved from IBM FileNet P8. Riptide combines the documents along with a unique water identifying the customer, and delivers to a remote printer address. Using this solution, regulatory content, site drawings, regulatory documents and material list are delivered to new construction sites with a simple click of the button.

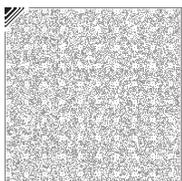
### Results

With tougher environmental fines raising serious issues, and new OSHA regulations, it is imperative that a construction site has the proper documentation and permits to deal with demolition and construction. Using the solution built by IBM and CrawfordTech, fines have been reduced and new construction projects have started on-time and within budget — all of which add to the bottom line and increase profits.

## At a Glance

### The environment:

- A large construction/engineering firm needed to ensure environmental and regulatory compliance for 300 to 400 job sites.
- Documents such as project and engineering plans, material lists, safety regulation, and other miscellaneous documents must be delivered in a timely fashion to new project sites.
- IBM FileNet's P8 is used to store and manage documents. IBM's WorkPlace is used to select documents required for construction jobs.
- Multiple formats such as MS Word, MS Excel, TIFF and Adobe PDF are received by Riptide, consolidated, and are delivered to a remote printer address.
- Regulatory content, site plans, material lists, and other vital documents are delivered to new construction sites with a simple click of the button.



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