

# CASE STUDY

## Frampton Construction



**CLIENT:** FRAMPTON CONSTRUCTION

**CHALLENGE:** After a company re-branding in early 2015, Frampton Construction started looking for a project management system that would eliminate multiple point solutions and create consistency among internal and external team members. The team was looking for a system that would be easy to implement and, ultimately, reduce the amount of human errors the current manual processes produced.

**SOLUTION:** Prior to using Procore, the team at Frampton was using Viewpoint for project management and both Sharepoint and Dropbox for storing drawings and sharing documents. However, Sharepoint and Dropbox only worked if everyone had access and shared within the same system. Frampton wanted one comprehensive solution that anyone could access.



## “WE’RE NOT USING DROPBOX, WE’RE USING PROCORE.”

Keaton Green, Director at Frampton Construction, started the search for a new system that would bring the whole team – field, office, and subcontractors – together. “We started putting an emphasis on training, the culture of the company, and just the overall direction that we wanted to go. What we preach to our clients and all of our team members is, ‘When we hire you, we are hiring you to be a part of the team, no matter how much experience you have. It’s not going to be a Brian job, it’s not going to be a Keaton job, it’s not going to be a Ryan job... we’re doing things as a Frampton Construction job.’”

After one particularly long exchange of files back and forth, the Frampton team started the search for a comprehensive solution that would eliminate the confusion of multiple storage systems. “Our pre-con was a little hesitant about using Procore because they were using Dropbox. They would send a link to the drawings, a link to the specs, and say, ‘Here you go.’ In Operations, we responded with, ‘We’re not using Dropbox, we’re using Procore,’” says Brian. “Now, all of our drawings are stored in one place and all the specs are attached directly to their corresponding drawing.”

Not only has Frampton found consistency in the way they store all their project information, but they’ve been able to standardize their entire workflows. “When we bought Procore, having consistency in formatting was probably the biggest benefit. If I do a weekly report, the next person needs to do it exactly the same way,” Keaton says. “Now I’m able to make sure that when I’m preaching to subs about how we’re going to manage the drawing access file, there’s consistency across all of our other projects.”

## THERE'S GOT TO BE A BETTER WAY.

Before Procore, Keaton recalls, there were many instances where human error and inconsistency caused delays in the project timeline, costing Frampton extra money. “We housed all change orders, all subcontract agreements – everything that’s in Procore now, we had standard templates for. There was a lot of human error. If a calculation was off we could have change orders that would be a huge loss to the company.”

Looking back on the switch from Dropbox and Sharepoint, Keaton recalls “We couldn’t have any external users—it was strictly Frampton employees. That meant we couldn’t give outside stakeholders access to the information they needed. We were using SharePoint for an intranet and Dropbox to send stuff out, but there wasn’t really any good way—there was a lot of human error.”



## CUSTOMIZATION LEADS TO ENDLESS OPPORTUNITIES.

“I think the single biggest benefit of working with Procore is the ability to customize things to work for us and our processes. Really, the sky’s the limit.” Keaton and the team at Frampton have worked closely with Procore to set up custom tools and workflows, helping standardize the building process from start to finish and allowing the company to work more efficiently. “We have the ability for custom reporting and custom tabs and anything that we want to do. Procore isn’t like other construction management programs, an out-of-the-box software where you have to change your processes to make sure it fits their systems, Procore will work to fit your needs,” says Keaton.

Not only does the Frampton team benefit from the customization, but every subcontractor works within Procore the exact same way, creating a completely streamlined process. “It’s all about how you communicate expectations, not only to subs but to design teams and owners. It’s easy to train subcontractors to use Procore because the process is standardized to Frampton workflows,” says Keaton.



## STOP SWEATING THE SMALL STUFF.

Working with Procore to standardize their processes, Frampton can now get back to the real work. As Keaton puts it, “We literally have zero overdue RFIs right now. We’ve had 23 RFIs and zero remain open.” Prior to Procore, the team worked off a Microsoft tool suite that worked well as a storage system, but did not allow for tracking and implementing standard practices. “We’re creating custom reports now, where before we would just print a huge submittal log. Now we’re printing custom reports that identify outstanding issues per subcontractor. It’s a game-changer.”



## MITIGATING RISK FROM TOP TO BOTTOM

Custom reports and tracking within Procore keeps Keaton and the team one step ahead of any liability issues. “Construction is all about mitigating risk,” says Keaton. “One of the first things we created was a Risk Management Tracking Log. If I were to click on that tab, I can look at every open subcontractor that we have. You’ll see that some are closed because they have all their information in.” With customized workflows and forms, Procore allows Frampton Construction to maintain consistency throughout their organization so that projects are completed on time, without errors, and without any liability issues.



***“ The biggest advantage for us was the consistency and the willingness to constantly change for the better. Procore is constantly changing for the better. ”***



Keaton Green,  
Director

# Everything on One Powerful Platform.

Procore offers the most comprehensive construction platform, combining drawing, financial and quality management into one application. We've put the power of complete construction management into your hands with a mobile solution that keeps everyone in sync. Build collaboration from bidding to closeout with unlimited users, implementation assistance, online training, and unmatched customer support.

**Let your drawings take the lead, while efficiency, productivity, and faster building times follow.**

