

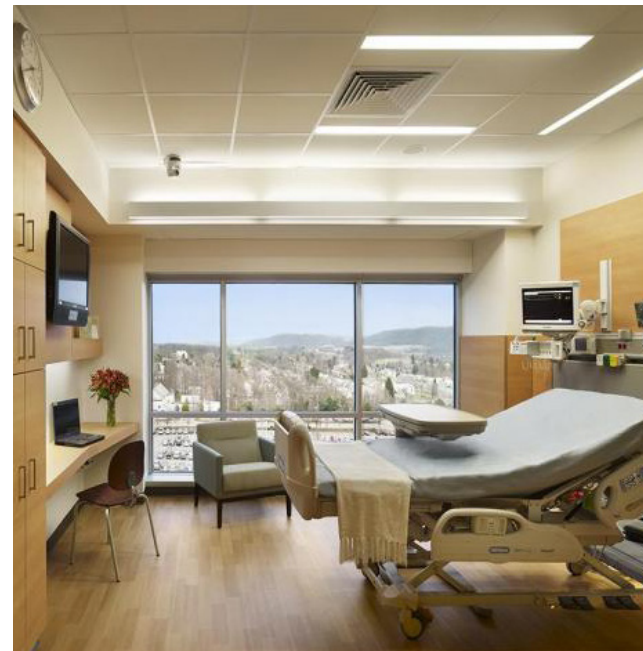
CASE STUDY

Geisinger Health System

GEISINGER **CLIENT:** GEISINGER

CHALLENGE: Geisinger Health System owns and maintains 417 buildings and facilities, and continues to expand. The healthcare provider, which acts as general contractor/construction manager for the majority of its construction projects, needed a project management system that could track all project activities, centralize documentation, and enhance communication with contractors.

SOLUTION: Procore cloud-based construction management software has helped Geisinger's facilities staff manage thousands of plans and documents as well as streamline processes, including bidding, submittals, and RFIs—all while giving the department visibility and complete control over its projects and properties. Procore also enables a higher level of collaboration that's allowing the department to take on new types of project delivery methods.



One of the nation's largest rural health services organizations, Geisinger Health System, provides high-quality care at best-value costs for more than three million residents throughout 48 counties in Pennsylvania.

Geisinger Health System began in 1915 with co-founder Abigail Geisinger's vision: "Make my hospital right. Make it the best." Today, a century later, Geisinger continues to ensure its expanding healthcare system is built right by taking charge of all facility upgrades and new construction.

The healthcare provider acts as general contractor/construction manager for the majority of its projects. This includes more than 190 construction projects, including renovations and upgrades for eight main hospital campuses, a research center, an alcohol rehabilitation center, and various smaller facilities.

What this means for Todd Seip, Senior Director of Quality and Regulatory Compliance with Geisinger's Support Services Division, is that he and his colleagues are working with nearly 500 internal staff members, architects, designers, engineers, and contractors. The sheer number of projects and people results in a huge volume of project activities—and documents—that must be organized and managed.

"With so many buildings to maintain and projects to track, our project management team really needed a cost-effective system that could give us the big picture of what we're responsible for," says Todd.

In short, Todd and his colleagues needed a project management system to help them:

- Control projects collectively, as a team
- Easily share information internally and with contractors, architects, engineers, and others who work for Geisinger
- Securely maintain confidential project data
- Centralize all project documentation

In 2010, after researching best project management approaches for providing the high level of collaboration and control Todd and his colleagues needed, Geisinger's Facility Administration Division began using Procore to manage all their projects.



AN OWNER'S PERSPECTIVE

“As an owner, we both self-perform construction and contract out,” says Todd. “When we contract out work for a project, we are in charge of the project and we want that monitoring capability.”

This is where Procore benefits Geisinger as the project owner. By requiring all parties to use Procore to submit, update, mark up, and share documents including RFIs, photos, drawings, and plans, Geisinger’s project management team can track and record all activity.

The software also enables Geisinger’s project management team to set parameters so only authorized users have access to confidential data. Procore is protected by unique user ID and password login authentication, and each user’s data creation, editing, and viewing permissions can be custom-configured at the project level.

It’s not just the owner who benefits from the software. Because Procore is cloud-based, all users working on a project can access up-to-date project information and immediately share their updates with the entire team. This has helped increase communication tremendously, says Todd.

The software also streamlines submittal and RFI processes. “Before Procore, we had a manual submittal process that took six to seven business days. Now, a submittal is made in Procore and can be turned around in a day or two,” Todd explains. That’s an incredible time-saver, considering one large project can generate hundreds of submittals.

“What we want to tackle next are punch lists. We really want to see how quickly we can turn them around with Procore’s Punch List Tool.”

MANAGING HIGH-VOLUME DRAWINGS

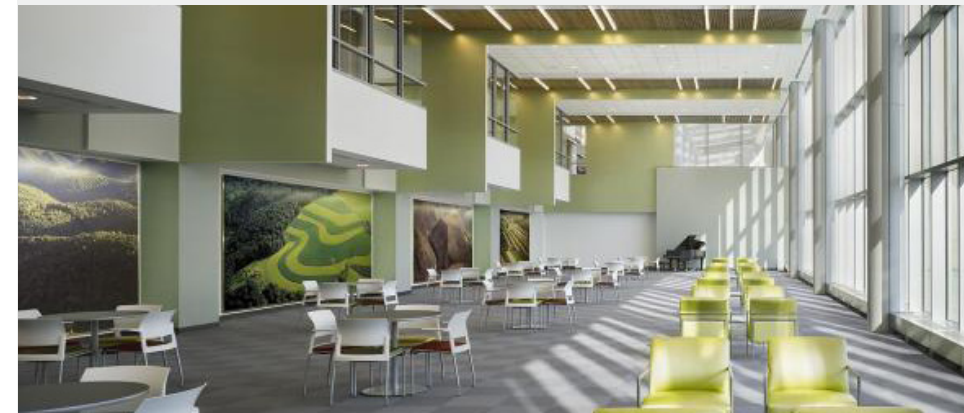
Procore has also helped Todd and his colleagues centralize all project documents and organize them for easy retrieval. Recent program updates implemented by Procore have helped streamline things even further.

“Because of the huge volume of drawings we had—including sketches, updates, and changes—the naming structure had to be spot-on to identify the most current versions.”

Organizing drawings became much easier when Procore released enhancements to its Drawings Tool. Procore now provides automatic version tracking, which tracks who has accessed the most recent set of drawings to make sure all team members are working off of the most recent version.

“It really helped us find the most recent versions of documents. It also made it easier when we went out to bid, as we were able to collect all the drawings we wanted to package with the bid,” says Todd.

The ability to view and annotate drawings via Procore has also tremendously cut printing and postage costs, says Todd, since they no longer need to print and send those documents.



INTEGRATED PROJECT DELIVERY

When Geisinger first started using Procore, one of the primary objectives was to help increase collaboration on projects. Now, the software is helping the facilities department take project delivery to the next level.

The department has traditionally used design-bid-build and design-build methods for its projects. This year, the facilities staff plans to implement an Integrated Project Delivery (IPD) method for a large construction project.

IPD integrates people, systems, business structures, and practices to harness the talents and insights of all participants from the design stage on. Integrated projects require early engagement and a high level of collaboration to optimize project results, increase value to the owner, reduce waste, and maximize efficiency throughout all phases of the project.

Todd feels they are ready to take on their first IPD project, thanks to Procore. “We now have the foundation we need in place with Procore to maintain that kind of communication. Now the IPD approach should be a much easier transition for us.”



“ With so many buildings to maintain and projects to track, our project management team really needed a cost-effective system that could give us the big picture of what we’re responsible for. Procore delivered and then some. ”



Todd Seip, Senior
Director of Quality and
Regulatory Compliance

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.

