CASE STUDY
Jones and Carter, Inc.

CLIENT: JONES AND CARTER, INC.

CHALLENGE: Jones and Carter needed an advanced system for collaboration and document management. With slow network access and documents being shared via FTP or hard copy, project management tasks were taking much longer than necessary to complete.

SOLUTION: Procore's cloud-based document management system gave all employees at Jones and Carter instant access to important project data.

PROCORE

WHY PROCORE?

Jones and Carter, Inc. is a Houston-based civil engineering firm specializing in municipal operations from concept through construction. Jones and Carter's client base includes water districts, cities, counties, regional authorities, and state agencies.

"Once the designers create a project and bid it, we take over and manage the project's construction until it's accepted by the necessary agencies," said Dustin Stoudt, Construction Manager at Jones and Carter. "After that point, we turn it over to the owner and it's a complete product."

Because of the kind of work Dustin's team does, his department uses Procore more than any of the others at Jones and Carter. "Right now I use change orders, which is amazing," Dustin said. He lists the tools he uses most often in Procore: Prime contracts, RFIs, Submittals, Meetings, Daily Logs, and Photos Tool.

Describing the old document management systems in place at Jones and Carter, Dustin states, "It was a massive mess." Submittals were files that were so large that they could not be emailed directly. They were uploaded to an FTP server and then the download link was sent by email.

RFIs were printed Word documents that were signed and scanned, sent to the design engineer for review, and then reprinted, re-signed, and returned. "I think Fred Flintstone invented the system that we used before Procore," Dustin said.

"Submittals, daily logs, and photos were something you absolutely dreaded," Dustin remarked. "I would think to myself, 'Tonight I'm going to stay late and work for four hours. I'll empty all my photos and save them by project and go through all my daily reports and save those.' We had a document management program where you had to drag and drop, label, save, and sit on the network forever. You did it when everyone was gone because our network was so slow."

"You're talking about 20 to 30 minutes just to move a week or two's worth of photos for one job, and we're managing 15 or 16 jobs at a time." According to Dustin, he spent hours each week on photo uploads alone.

A BETTER WAY

Dustin's boss, Tommy, did the research to find a construction management system. After extensive research, the team ultimately decided that Procore was the best solution available. Dustin said that Procore's Submittals Tool immediately appealed to him. "Being able to have a contractor upload his submittal, which then comes to me and all I have to do is click a button, is amazing. That's what I'm actually staring at right now—I'm about to approve this submittal and send it on to the engineers."

"The mobile access side of Procore is just great," Dustin proclaimed. Inspectors can open daily logs, photos, drawings, and RFIs directly on their tablets using Procore for iPad and Android. "I've never had mobile access from a construction management software program like this before. I can tell there was a lot of time spent to make sure it's effective, works efficiently, and easy enough for the inspectors to use without it being confusing."

IMPLEMENTATION

Successful company-wide implementation of new software relies upon user-friendliness. Dustin said, "Once everyone got into Procore, they learned the general setup of the platform and understood the workings of it very quickly."

Almost everyone at Jones and Carter uses Procore. Fourteen engineers and fifty inspectors access Procore daily from their tablets in the field. According to Dustin, the designers and engineers use Procore's Submittal, Photo, and RFIs Tool, but the construction team uses it the most. Members of Jones and Carter's construction team that are located all over Texas appreciate the ability to collaborate instantaneously.

Dustin explained how his boss, Tommy, is able to remotely manage a current job, "Tommy is currently managing a job for the City of Somerville, so he's about an hour and forty-five minutes away from the job. Because of Procore, he's able to manage the job as if he was there, using photos and submittals."

Dustin believes that Procore's flexibility and ease-of-use allows users of all skill levels to leverage the software in a manner that suits their unique abilities. "I use it more than anyone else. I stretch it as far as it'll go. Then we have the people who literally just use it to take photos and do daily reports. Overall, everyone's adopted it."

USER SUPPORT

According to Dustin, Procore's support team is extremely responsive to Jones and Carter's needs. "I try to figure it out on my own, but if I can't, I join Procore's Live Chat and quickly solve the problem."

When Dustin has a suggestion to improve the company's experience, he says that Procore's support team is quick to take his input into consideration. "There have been several updates to Procore that have come from my comments. Overall they're very, very responsive. I actually have a screenshot where I emailed support and said, 'Hey, your app won't focus anymore when you tap the screen.' Two days later, there was an update for that iPhone app." Dustin has also worked with Procore's support team to create his own forms and templates for change orders and some other items.

As with all users, Procore's support team finds Jones and Carter's suggestions valuable. Dustin's team has a unique workflow since the company functions as a third-party, managing the contractor on behalf of the owner. Instead of changing the company's workflow to match Procore, Procore is flexible enough to adapt according to Jones and Carter's needs.
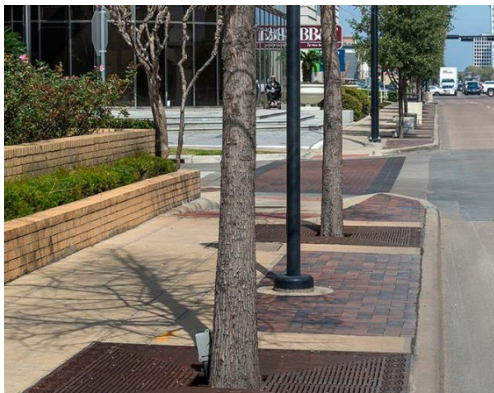
ROI AND TRUE VALUE

Procore saves Jones and Carter time by increasing collaboration. "We recently replaced a six-person construction management team for a four-person team to do the same job. The profit margin alone paid for nearly two years of Procore," said Dustin.

Dustin said that Procore's cloud-based construction management software made the job possible. "I couldn't do the job with the small team that I have without Procore, because I access Procore probably six or seven hours out of the day."

RECOMMENDING PROCORE

"I would recommend it and I already have," Dustin said. "I have several people looking to get in touch with Procore already, as far as contractors and other construction manager teams." Dustin explained that Procore functions as an online virtual support team without having to add an extra office.

"Procore basically pays for itself. You pay one annual fee, but it's still less than, say, an admin's salary to sit there, scan, and send things. You save time, which saves money. It's basically the backbone of the operation; a major workforce in a computer that you can take anywhere and access at any point in time."
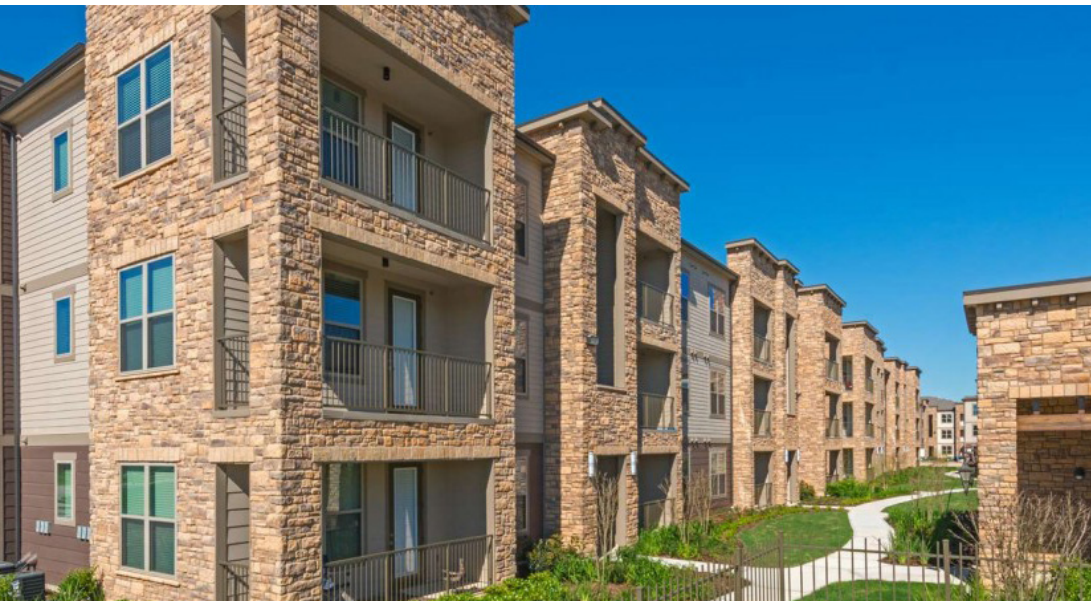
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Dustin Stoudt
Construction Manager

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.