CASE STUDY

McNab Construction

Challenge

After years of using a document storage software as their primary project management tool, McNab needed a solution that would automate the process of tracking documents and drawings, while integrating all communication and inspections in a central system.

Solution

Procore's drawing-centric project management system and product integrations are enabling the McNab team to communicate and collaborate in real time–making them more efficient and saving both time and money.

PROCORE®

McNab is a 'mid tier' construction company based in Queensland, Australia. For the past 21-plus years they've built a reputation as one of the leading construction companies in the state, with over 80% of projects sourced from long-term repeat clients and an average rating of 4.5 out of 5 stars from clients in 2016.

Eliminating Congestion

Prior to adopting Procore, McNab was using QDMS, a document storage software developed in 1995, as their primary project management tool. Matt Bates, McNab's IT Manager was unhappy with the amount of infrastructure and added work that this system put on his plate.

"My day-to-day role is basically looking after the IT Department, which includes all the IT infrastructure. QDMS was an on-premise solution–a very old hat. For us, we had to manually upload and organize files into the storage system and then register those drawings separately. There was no IT support. We were completely on our own."

"QDMS only did transmittals. So you would complete your transmittal and then it would email out the drawings in .zip format to the subcontractors' email. Every time we sent things out, our own mail system created 20-odd file attachments. Can you just imagine the congestion that was creating?"

Choosing an Easier Way to Work

Matt's team led the search for a new cloud-based product that would allow their team to integrate all documents and communication in a unified system. Matt notes, "One of the things that stuck out most about the product was its ease of use. It's not complicated at all. And we took to it rather quickly."

The Duke Apartments, Woolloongabba
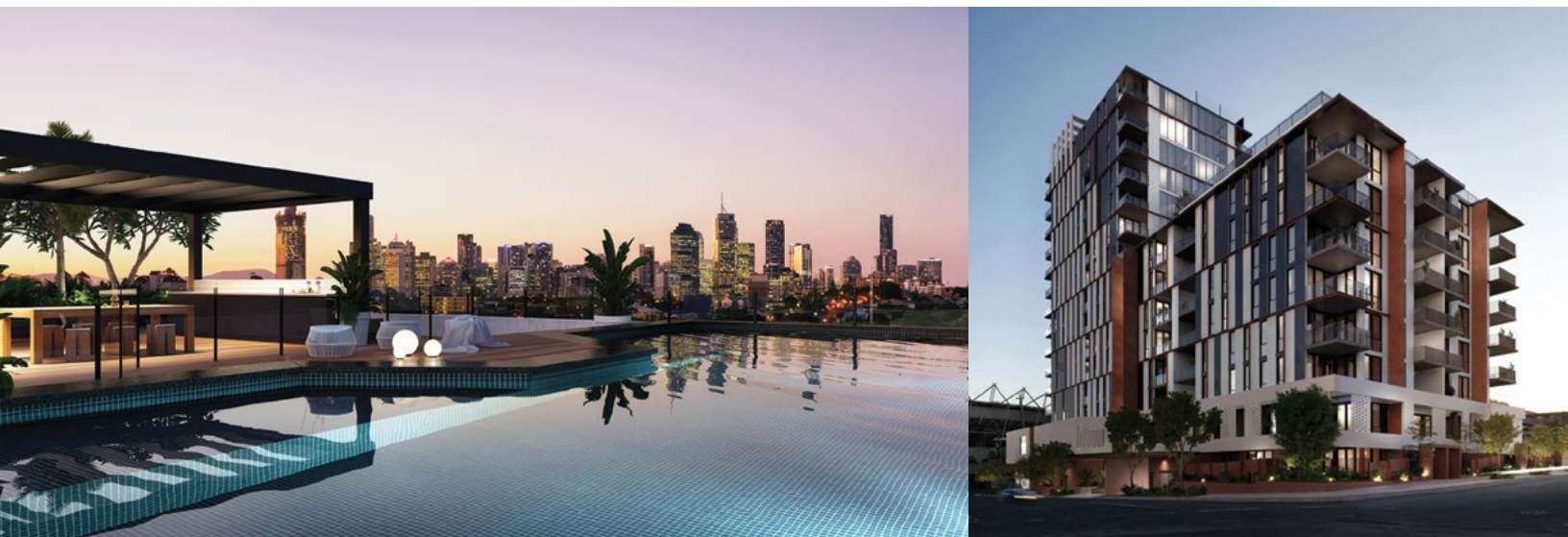
Getting the Team on Board

Matt was unsure of how project owners and subcontractors would feel about switching to the new system, but quickly found out that it was unnecessary to sell their team on the product once they began to educate people on what Procore is capable of. After that, the software sold itself. As Matt puts it, "We decided that our clients and subbies would use Procore as well. Once we met with them, iPad in hand, we walked around and showed them how easy it was–we showed them how you can bring up a plan, zoom in, mark it up, and do a defect. They all realized they could be using it to for so many parts of their job, and they were all really impressed."

"We just try to educate them and tell them 'This is what we use. You get the same information, it's always going to be live, and you can see everything that's happening with the project.' Once you go through that educational process, which is a 15-minute conversation, they're pretty much on board."

Creating a Culture of Expertise

Matt says that their field teams were enthusiastic about the product. As they got more comfortable with using the system in the field, they would share their new knowledge with the office. Matt jokes, "Now, they're sort of educating us rather than us educating them."

Matt says that with Procore they are creating a culture of development. "We love the Procore Certification program. Our HR Department has a policy that within an employee's first month they have to forward their Associate Certificate so that it goes on file that they're certified and know how to use it."

Improving Processes and Saving Time

McNab's teams and subcontractors have been utilizing three core tools: drawings, RFIs, and punch lists. They are currently also making a push for collaborators to utilize inspections for ITPS's (Inspections and test plan) and checklists.

"As we started to show our team how to use Procore for inspections, they immediately saw the benefits. They can do their inspection, then it's online, and we've got the record of it immediately. Everyone on the team can see where things are at."

"Which is a great benefit. In the old days we would have to email drawings every time we made a revision. Now we just go upload the drawings and then mark them up directly in Procore. We used to see emails bounce back because it would say the drawing is too large. We would have to break it down and push it into Dropbox and then send a link via Dropbox."

Mobile Inspections with Offline Mode

According to Matt, the ability to work offline was crucial to being able to perform the type of inspections that they do on a day-to-day basis.

"If we're working in a remote location, or in a basement doing an inspection, we need to be able to work offline. We still have to work in places that have poor access to the web. Procore's mobile capabilities won us over. Everything you can do on your desktop via the web, you can do from iPhone or iPad and it all works offline. "

How Does Procore Stack Up Against Aconex?

"We have a product in Australia called Aconex. It's fairly complicated to use. When you try to explain to others how to use their document management tool it's difficult. Now we can point to Procore," says Matt.

"It is so simple that once you open up Procore, everything is in front of you, the layers don't get too deep. If you want a system you can push out through your organization and get that adoption rate from your subcontractors, Procore has it hands down."

Constantly Moving Forward with Procore

As an IT guru, Matt appreciates innovation. He likes the fact that Procore is constantly evolving and becoming better.

"One of the things I would praise Procore on is their product development. It is constantly moving forward. We're hoping that we're able to assist in that process, like with drawing packages for example. We are in constant contact with our Procore managers to see when new things are coming online. It seems like every 6 to 12 months we are seeing those new product updates coming through."

Matt is excited about the possibilities that Procore has created for his team. "I'm very excited to see that Procore now has an App Marketplace and seems to be reaching out and getting all these other products integrated with Procore and I can definitely see a lot of power coming out of that. I'm excited to see where Procore goes next."

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MATT BATES

IT Manager