



CASE STUDY

Ryan Companies: Safety in Mobility

Procore's Solution Goes Where You Go

PROCORE[®]

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“Ryan Companies has always been known for safety. Procore’s safety tools allow us to preserve Ryan Companies’ safety values.”

Lisa Leighton
CONSTRUCTION ANALYST, RYAN COMPANIES

LOCATION:

Minneapolis, Minnesota

CONSTRUCTION VOLUME:

\$1.7 Billion

PRIMARY INDUSTRY:

Commercial Real Estate

Two things that we know of got their start in Hibbing, Minnesota: Bob Dylan and Ryan Companies. Not necessarily in that order. Begun in 1938 by company patriarch James Henry Ryan and his sons Francis and Russell, Ryan Lumber and Coal was formed to expertly offer a necessary service to customers of that day. In 1949, brothers Russell and Francis surveyed with surprise all the structures Ryan Lumber and Coal had built over the previous decade. When the two formed Ryan Realty Company that year to own, finance, and manage all that real estate, the die was cast. Today based in Minneapolis, Ryan Companies’ 14 offices span the country from the Northwest to the Southeast (from Seattle to Tampa, that is), overseeing a portfolio that includes development, construction, real estate management, A&E, and capital market services. Things have gone well.

As is often the case with modest, family-owned businesses that grow over decades into large, multi-faceted enterprises that gather no moss, Ryan Companies succeeded by negotiating the twists and turns required of them, leveraging a tactical mobility that allowed them to pivot, flow and react to change as nimbly as possible. Mobility. It’s a big deal, apparently. Who knew? Ryan Companies knew.

CHALLENGE Through decades of growth, Ryan Companies has kept pace with technological change, but tech has not likewise kept pace with them. For some time they’d seen their construction management solution underperform as a documentation control tool with limited mobile capabilities. A top-50 ENR Contractor, Ryan Companies needed a construction management platform with complete mobility, and one that could scale without fail.

SOLUTION Procore’s construction management platform and suite of tools is designed around mobility, its arsenal of solutions as free-roaming and portable as a mobile device in the field. Real-time project data, common single set documents and plans, everything is available to team members 24/7.

Mobility Rules

This once and future corporate citizen of Hibbing, MN is (among many other things) today's #44 on the ENR 2018 Top 400 Contractors. Ryan Companies has never forgotten the importance of being fleet-of-foot, of serving its excellent customers excellently, and of availing itself of the right tools at the right time. Ryan Companies' Morgan Traynor and Lisa Leighton are discussing Ryan's having chosen Procore's Project Management and Safety products, which along with Procore's Construction Financials tools have been adopted by this humble construction giant.

"Mobility was key with Procore," says Morgan, Ryan Companies' Director of Project Controls. "Prior to Procore, we had a good process, workflow, and best practice for our documentation and financial documents. But Procore added the mobility. Being able to see the real-time data while walking the job site, while waiting for a flight at an airport—wherever we needed to be able to see it; that mobility was something our other tool was lacking." Mobility. It also means transportability. "Since we didn't have the ability to access our drawings and specs on a mobile device, we were duplicating our drawing sets by putting them in Box or Dropbox, or other places. Having one source of truth has been really great and really beneficial. We have confidence now that we're building off of the right set of plans."

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Employee and Partner Focus

Ryan Companies, in transitioning away from a system they'd been using with decreasing satisfaction for nine years, was seeking improvement across an array of objectives. Employee productivity and satisfaction was a key metric. Ryan Companies found that Procore saved their pilot project users an average of 12.5 hours per month on average, which comfortably outstripped their target savings. To quote one of their project administrators in the evaluation: "Procore has saved so much time for me as a PA and made communicating with all parties much easier. I'm a Raving Fan!"

Procore's unlimited user license structure meant that Ryan would realize savings in not having to purchase seat licenses for their subcontractors. Neither would Ryan need to buy and maintain large, complex servers on site, since Procore's SaaS model (Software as a Service) handles all the hardware, storage and security chores at a comfortable distance. This same cloud-based digital framework would guarantee complete "eyes on" access to Project status by owners and design partners, emphatically reinforcing Ryan's culture of project transparency and trustworthiness.

Best-In-Class-In-Pocket

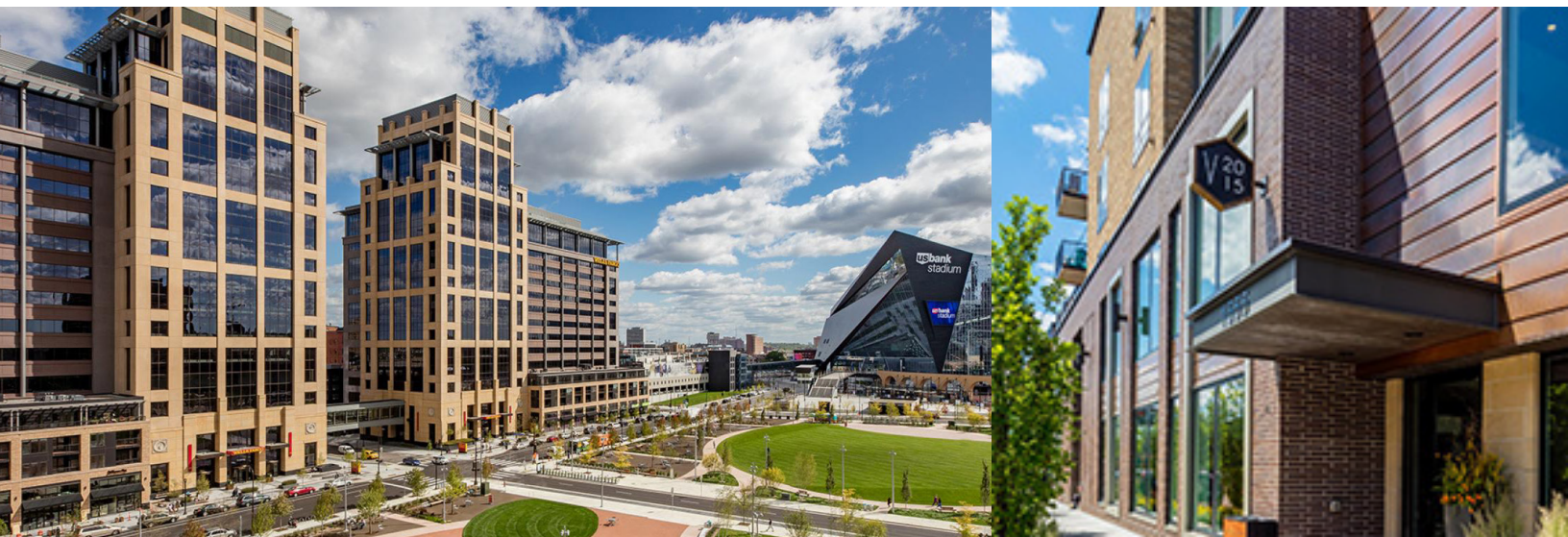
Procore's platform puts an arsenal of best-in-class construction management solutions on your mobile device, effectively placing in your pocket everything you need to manage the build. "With our previous tool, we had the ability to enter daily logs on a mobile device, but it was difficult," says Lisa Leighton, Construction Analyst at Ryan Companies. "Because the mobile entry was difficult before Procore, people were actually choosing to go back to their computers in the office at the end of the day to do the daily logs. Now they can do it in the field as they go." Mobility makes every walk across the jobsite a productivity opportunity. You are, after all, carrying the entire tool suite on your smart device.

"Procore has also expedited the process of getting new drawings into the system," Lisa adds. "Reviewing them, distributing them—just making them more available. That process has been refined quite a bit."

Real-time updates, instantaneous tracking, photo and document-sharing, a common set of drawings, reports from the job site done on foot and on the fly; mobility really means one thing—aiming the full force of a construction management solution directly at the issue, right where it lives on the job site. When the issue is safety, the elasticity and immediacy of a mobile reporting environment can combine with digital data crunching to throw real light.

Safety: Today's Insights are Tomorrow's Safety Net

Lisa and I started a safety checklist we run through the Inspections Tool," Morgan explains. "Every month we run a report and we give it to our safety team. That report shows the aggregated items that require attention across all active Ryan Companies projects. At a global level, this allows our safety team to see patterns in the issues affecting every Ryan project over the last month. The safety team takes that information and tailors upcoming trainings accordingly. Or they focus on projects or regions that seem to have the same issues over and over again. It allows us to be truly proactive about safety in a way that we haven't been before."



Digital. Cloud. Where construction is concerned, these are loaded terms. What does this construction management software actually do? Answer: it brings collaboration and transparency to a complicated process.

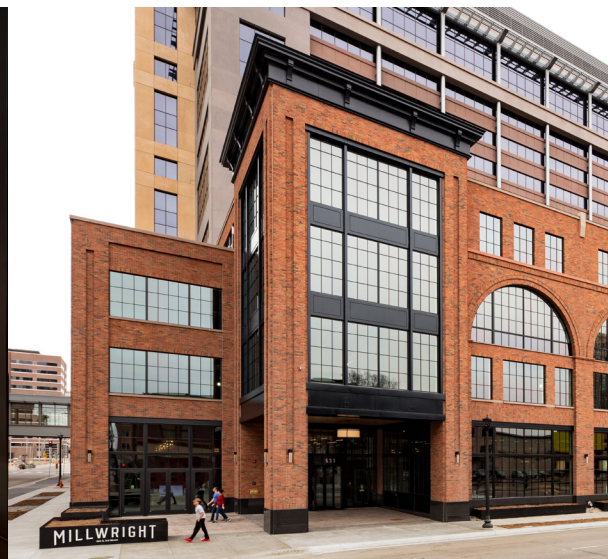
“That’s just one example of using it on the safety side. We intend to do that with all of our QA/QC checklists,” Morgan continues, and goes on to pose rhetorical questions which the new technology can answer non-rhetorically. “What items on the checklist are failing most often, and/or in what regions? How can we offer better training, or better design details? How can we better ourselves in order to make these issues nonexistent? Before, we always just kind of reacted to those issues. Now we’re getting to a proactive approach, where we have the ability to really see those trends in a way that we haven’t before.”

Procore’s ability to aggregate and analyze organically-generated project data—that is, automatically gathered data nobody has to spend an evening entering—allows the project stakeholders to “read the tea leaves”. Where safety is concerned, this means looking at massed, cross-project patterns of jobsite incident, the data presented with such actionable clarity that new safety-improving protocols may be built on the findings. This is possibly the best example of “cold digital technology” lending itself to keeping warm, hardworking human beings from harm.

Safety: Tools and Values

Procore is not monolithic. The platform was built, and is yet building, on the input of users the world over. For instance, at Procore’s yearly construction tech conference, Groundbreak, attendees are invited to sit and chat with the Procore developers who make the productivity magic happen. Is one of Procore’s tools not doing something you would like it to? Drop us a line or give us the scoop in person. This is a daily phenomenon at Procore. It’s what makes the company a living, breathing partner in your project. At #44 on the ENR 2018 Top 400 Contractors, Ryan is on the final stretch to the summit. Best-in-class construction management safety tools should make it a safer climb.

“Safety is one of our values,” Lisa says. “Ryan Companies has always been known for safety. Procore’s safety tools allow us to preserve Ryan Companies’ safety values.”



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LISA LEIGHTON

Construction Analyst, Ryan Companies

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Procore is a leading provider of cloud-based applications for construction. Procore connects people, applications, and devices through a unified platform to help construction professionals manage risk and build quality projects—safely, on time, and within budget. Procore has a diversified business model with products for Project Management, Construction Financials, Quality & Safety, and Field Productivity. Headquartered in Carpinteria, California, with offices around the globe, Procore is used to manage billions of dollars in annual construction volume.

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