

CASE STUDY

Satterfield & Pontikes

FOR THE DELTA TERMINAL AT JFK AIRPORT



CLIENT: SATTERFIELD & PONTIKES

CHALLENGE: Construction drawings, plans, specifications, RFIs, submittals and schedules were stored in different systems, hampering cost-effective management of a complex airport reconstruction project in New York City.

SOLUTION: Satterfield & Pontikes employed Procore cloud-based construction project management to make information accessible to all personnel in the field and head office in Texas.



Since the company was founded in Houston in 1989, Satterfield & Pontikes has compiled a solid resume of wide-ranging projects, including government, educational, commercial, entertainment, manufacturing, retail, disaster relief and airport facilities.

For the past three years the company has been working as Program Manager on a 1.2 billion dollar project to upgrade Terminal 4 for Delta Airlines at JFK airport.

“Prior to Phase 1, Satterfield and Pontikes stored all their drawings, RFIs, plans, schedules and relevant documents in different places. Phase 1 involved re-development of the security, check-in, and baggage systems, as well as adding nine international gates on the concourse. The current phase, 1B, involves the demolition of Terminal 3, which is being managed by Procore. Phase 2 will see a 76,000-square foot expansion onto the concourse for nine regional and two international gates.”

“During Phase 1 Satterfield & Pontikes oversaw the General Contractors, who oversaw the subcontractors. But for Phase 2, Satterfield & Pontikes is the Construction Management agency. “My company is managing the Subcontractors, so actually it’s kind of interesting because we’re not a General Contractor here,” says S&P Technical Services Manager Tim Kelly. “Delta holds all the contracts for the trades, but we are managing the trades, so our team here consists of some Project Engineers, several Project Managers, a Senior Project Manager, Superintendents in the field, Schedulers and Estimators. We needed project controls, which include accounting and cost control, change control and document control. The Delta management team includes several different companies—I would say, between 25 and 30 people. On top of that, we also have a pretty large chunk of our design team out here, the CA team, and that’s another 10 people. So on-site at any given time as far as management staff, we have, I would say, close to 50 people.”

CHOOSING PROCORE

Tim Kelly looked at a lot of document management systems, including Prolog and EADOC and “probably 10 other systems.” What bothered him was that some of these systems had a “per user” licensing arrangement, which allowed only a limited number of users in the system. “If I’m a Subcontractor and I get added to the system, then I’m going to have my username shared with my entire group, so you can’t really track who is doing what in the system.” Having a license for everyone offers better management over the team members’ activities. “When we add Bidders and see from their team who’s active, who’s asking questions, who’s logging in and looking at the documents, it gives us an understanding of how active people are in the system.” Satterfield & Pontikes needed a software service that was cloud-based in order to track their team’s progress on a day to day basis in real-time,

But there’s more: “One of the things that drew me to Procore was their willingness to say, ‘You know, if you have a need, we are going to jump on a meeting and figure out how to address it.’” Procore customized the software based on the client’s needs, rather than simply accepting potential limitations.



FAVORITE FEATURES

Kelly's team finds most value in the Documents Tool and the Commitments Tool. They use the Bidding Tool for all their bids, and the Daily Log every day. They especially appreciate the Drawings Tool, and they're working to speed up the load time. "We've got a lot of drawings in there, so it does take a bit of time, but otherwise it works really well." They frequently use a dozen other custom tabs: "Not everyone is getting into every single one every day, but across the board my project managers might be in RFI's and Submittals Tools a lot. The financial controls team monitors COR's and commitments and the prime contract side, so it obviously varies across the team. But I'd say that, on a regular basis, somebody's in some piece of Procore at any point in the day."

Kelly describes customization with Procore as "easy" and "straightforward." Most of the requests they made were completed. "For the most part, if we talked about building out a custom workflow for something, we were able to sit down in a GoToMeeting and basically build out any process we needed."



BRINGING INFORMATION TOGETHER

Tim Kelly needed to have everyone in the system: all the Subcontractors, Superintendents or Project Managers and their accounting teams. "Rather than having a lot of this information living outside of the system and just through email, we wanted anything coming inbound, in the system."

Satterfield & Pontikes is providing design assistance services for Phase 3 of the JFK project, and managing it from its head office in Houston. With a design team in New York, documents need to pass quickly back and forth, similar to an FTP site. Company executives must also access the system to monitor events. Previous to Procore, they used a variety of different sites; sometimes they would access an architect's FTP site, or a proprietary system to manage submittals or RFI's. Now, they can access everything from their iPad, iPhone, or desktop computer.

SAVING TIME, SAVING MONEY

Tim Kelly is emphatic about the cost-effectiveness of Procore. “Time is money, and if I’m trying to dig up documents, the quicker I have access to them, the better decisions I make, which are typically cheaper decisions. If you’re not looking at the right documents when you make a decision, and you have to come back later and change your mind, it typically costs you money. The ability to have any piece of information at your fingertips gives you better and quicker decision making power.”



“ *One of the things that drew me to Procore was their willingness to say, ‘If you have a need, we are going to jump on a meeting and figure out how to address it.’* ”



Tim Kelly
Technical Services Manager

WHO USES PROCORE?

General Contractors // Owners // Engineering Firms
Specialty Contractors // Construction Management Firms

BENEFITS

Improved Communication
Mobile Access
Increased Productivity
& Accountability
Flat Rate Pricing
Unlimited Users
Unlimited, Secure File Storage
Easy to Use
Superior Customer Support
Risk Prevention

FEATURES

Drawing & Document Management
Accounting Integration
Contract & Change Management
Bidding
Daily Logs
RFIs
Submittals
Punch List
Meetings
Photos

