CASE STUDY
Vicano

VICANO

CLIENT: VICANO

CHALLENGE: Both at the office and in the field, Vicano regularly encountered difficulties with managing, saving, and organizing all of their important documentation. Vicano needed to put a system in place that would maintain consistency and function as an organizational hub for employees.

SOLUTION: Since the Canadian firm has utilized Procore's cloud-based software, employees now have immediate access to all company documentation including photos, submittals, RFIs, and punch items, all from one place. Format consistency is maintained company-wide through Procore's powerful cloud-based platform.

PROCORE®

Vicano is a family-run commercial, industrial, and general contractor/construction manager based in Brantford, Ontario, Canada. Established 40 years ago, Vicano does commercial projects of all sizes including retail stores, warehouses, renovations, and large-scale distribution centers.

ORGANIZATION AND CONSISTENCY

Before Vicano discovered Procore, they had no unified system of organization. While every project manager or project coordinator initially intended to follow identical Microsoft, Excel, or Office templates, they would eventually veer off and end up developing their own customized forms, making it incredibly difficult to merge data and maintain consistent processes across projects. Aside from difficulty maintaining document consistency, employees also encountered problems saving, updating, and managing shared documents. If a project manager with unique method for managing file changes was out of the office, others couldn't continue working on the project.

Procore eliminated Vicano's organizational challenges by functioning as a unified repository for all company documents. "That's one thing we really like about Procore; we know we can go into any Procore project and find everything we need," says Marc Vicano, one of Vicano's lead project managers.

CHOOSING PROCORE OVER THE COMPETITION

Marc Vicano, Lead Project Manager, investigated several software options before ultimately choosing Procore. "I've been looking at project management software since 2008. Everything that I had found just didn't click with us. A lot of those software platforms make you change how you operate your day-to-day business. It speaks a different language and wants you to do things differently than what you are used to."

The deciding factor that made Marc choose Procore over the competition was its flexibility and easy to use interface. Once Vicano's employees were introduced to Procore, it was quickly and seamlessly integrated into their daily workflow. "That was the big selling feature for sure. Procore didn't force us to change. Procore adapted to the way we worked."

"The implementation of Procore has been terrific because of the ease of use," Marc explained. "I tell my team, 'If you can use Facebook and you understand a little bit about construction, there's no reason why you can't learn Procore in a matter of a couple of days'. It's that simple. It's just clicking buttons and following instructions. That's how easy it is."

Since adopting Procore, Vicano has worked with Procore's Customer Service team to implement subsequent configurations. "The customer service interaction has been great," Marc says. "When we generate a purchase order to another vendor and we spit out the PDF to send to them, it looks just like the Microsoft Word template that we generated before." Procore' support team ensures that the entire suite works efficiently to meet Vicano's needs. "That was a big selling feature— we wanted the ability to have things done our way and also change as we changed. That was a big thing."

INCREASING ORGANIZATION THROUGH ACCESSIBILITY

Vicano has been using Procore extensively for nearly a year with their field team, support staff, and office staff logging in regularly to obtain information about their projects. Many of their users in the field praise Procore for the convenience that their mobile tools offer with Procore for iPad, iPhone, and Android.

Marc explains, "I use Procore's mobile application when I want to find a photo quickly and I'm out on a site. Our field guys use Procore on their mobile devices all the time. Our superintendent rarely logs in to the system on a desktop—he regularly uses the mobile app on his iPad. The most used tools include Procore's the Daily Log, Drawing, and Photo Tools. Every day new photos are being uploaded into Procore right from the job site."

"On one particular project that requires daily reports, our superintendent has really made use of the daily log feature," Marc explains. "In the past, he would do it with paper and pen, and then submit it to the office, either at the end of the week or at the end of the day. It would easily get lost—which caused a lot of problems, obviously. Now that he's using Procore's Daily Log Tool every day, it's been really helpful for the office, especially since this project is out of town."

The office staff uses Procore's cloud-based software for procurement, subcontracts, purchase orders, submittals, RFIs, and more. "Without the Submittals Tool, I don't know how we'd be able to track everything because of all the submittals going back and forth," Marc says. "The tracking is just unbelievable. Even our consultants love it. They've actually gone into Procore and updated their responses right in there, and they've commented on how easy it was for them."

SAVING TIME BY SIMPLIFYING TASKS

Marc claims that the time saved by using Procore has resulted in a complete return on their investment. "If we didn't have Procore, we wouldn't be able to handle the many projects we have in our pipeline. Procore removes the tedious time wasters like filling out reports and spreadsheets, giving us time to do other things, like going after more work."

Marc remains optimistic about the advantages of increased organization as a direct result of adopting Procore's cloud-based construction management software. "We actually responded to an RFP earlier this year with a sales pitch leveraging Procore. Part of what they were asking was what technology we were going to use to help deliver their project and showcased the power of Procore. Procore was what won them over. I can't imagine what we would have said if we didn't have Procore."

" *Procore didn't force us to change. Procore adapted to the way we worked.* "

Marc Vicano
Lead Project 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.

SCHEDULE

PHOTOS

TRANSMITTALS

CHANGE ORDERS

ADMIN/SETTINGS

DRAWINGS

COMMITMENTS

REPORTS

INSPECTIONS

DOCUMENTS

DAILY LOG

EMAILS

DIRECTORY

PUNCH LIST

SUBMITTALS

BIDDING

BUDGET

RFIs

PRIME CONTRACT

MEETINGS