Monami Saves Employees Up to 15 Hours a Week

Switching to one user-friendly software platform boosts site-to-office communication and the bottom line.

About

Founded in 2010, Monami provides comprehensive main contracting services and covers a wide range of sectors including commercial, residential, healthcare, hotel/leisure, and industrial.

The Challenge

Monami was using multiple systems to manage projects which made it difficult to keep track of the most up-to-date drawings and documents. This also prevented site and office teams from seamlessly communicating in real time—resulting in potential rework.

LOCATION:
OFFICES THROUGHOUT IRELAND IN GALWAY, DUBLIN, & LIMERICK

ANNUAL CONSTRUCTION VOLUME:
€63M

PRIMARY INDUSTRY:
HEALTHCARE, RESIDENTIAL, EDUCATIONAL, COMMERCIAL, HOTEL & LEISURE, CONSERVATION & HERITAGE

'With Monami and Procore, it feels like a partnership. It feels like Procore is beside us—which we are really, really thankful for'.

DARRAN HENNESSY
SENIOR CONTRACTS MANAGER, MONAMI CONSTRUCTION

The Solution

With Procore, Monami consolidated all project information into a single, user-friendly system. This streamlined site-to-office communication, allowing teams to spend less time on administrative work—and rework—and more time on the important tasks. Plus, having more efficient processes bolstered Monami's commitment to internal teams and client satisfaction.

10

More Time for the Real Work

Employees saved up to 15 hours a week with streamlined workflows.

1

Efficient Site-to-Office Communication

Monami reduced four systems to one— boosting communication across teams.

One User-Friendly System for all Teams

Before implementing Procore, Monami used a combination of email, Excel, Word, and Dropbox to manage projects. But using multiple systems to keep track of everything from RFIs to drawings to photos meant that teams didn't always have the most up-to-date information. Not only was this time-consuming, but it also inhibited communication between the site and office.
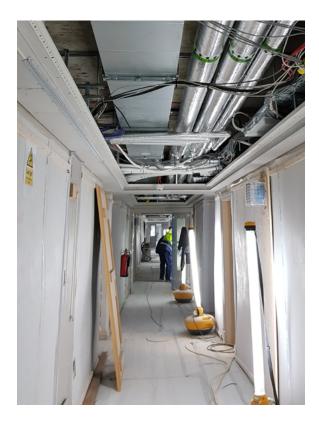
Monami began researching construction management solutions, but as Senior Contracts Manager Darran Hennessy recalls, many were not built for the construction industry. When the team learned about Procore, they could see how well it aligned with their software-buying criteria; not only was it specifically built for the construction industry, but it also offered tools designed for teams on and off site.

'It was what we had been looking for, and Procore brought it all under one construction umbrella', recalls Hennessy. 'It wasn't for other industries—it was specific to construction which suited Monami, our clients, and how we deliver projects. We found Procore to be at the top of the tree in being site specific, job specific, and construction specific'.

But it wasn't just that it allowed Monami to consolidate all information into one central location. Better yet, it was intuitive to use. 'What I actually love most about Procore is that it has such a user-friendly interface', says Document Controller Lauren Kelly. 'In the two and a half years I've been here, I've used a couple of different software solutions, but none of them have given us as comprehensive a package as Procore'.

She continues, 'When you're working in the construction industry, a lot changes over a very short period of time. You need to be able to use tools that you can dive into, are easy to use, and offer resources that teach you how to use it. With the Procore certification, you can get certified on the software at a pace that suits you—it's actually one of the best features of Procore'.

Boosting Site-to-Office Communication

After implementation, Monami began to see first-hand the benefits of having more streamlined processes and collaborative workflows.
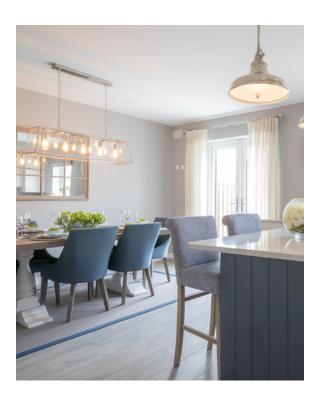
'Our first impression of Procore was the simplicity. There was so much information that you could store within the system— tendering, project management, quality, health, safety, document sharing—and you could manage it all within one portal. We could also store and manage drawings, records, and RFIs from the site, the head office, and sub offices around different regions. Everyone is connected—even if we're not all in the same area. We could be on opposite sides of the country, but we're all connected. It just makes all those processes simpler', says Hennessy.

As a result, teams stay aligned and everyone has the most up-to-date information—ultimately preventing mistakes and rework. He adds, 'It makes for a better working environment. Teams aren't becoming aware of something at the last minute.

As soon as there's an issue on site, the RFI is raised, and it's linked back to the drawing. The architect sitting in his office can then respond to it straightaway. Any of the other stakeholders can also respond'.

For Kelly, this boost in site-to-office communication was especially key. 'I need to be able to communicate with the design teams, the site teams, the contract manager as quickly and as effectively as possible. We were very email-based before—which isn't the most efficient way to do things when you're administering a lot of jobs up and down the country. With Procore, I have one system where I can focus on everything from one place'.

With greater efficiency, teams also spent less time tracking down information or waiting on resolutions on site. Hennessy notes, 'With Procore, time management has been greatly improved—all our guys are finding more time to do other work'.

For Project Manager Emmet Ryan, this meant hours back in his day, allowing him to focus on the most important tasks. 'Procore definitely saves me 2 or 3 hours every day', he explains. 'That's 6 to 15 hours a week. It gets me out of the office as well. Because if you're in the office, you can't see what's going on—when you're on site, you can'.

But it wasn't only site and office teams that benefited from better communication. Clients noticed this translated into a higher standard of quality. In fact, Hennessy says, Monami's first two projects that ran entirely on Procore were both completed on time and within budget.

'Our jobs are delivered on program and with very little stress to all stakeholders—design teams, clients, subcontractors, everyone that's involved in the project', he says.

Partnerships Over Products

Since the partnership began, Hennessy notes that it has become more than just an implementation of another software vendor—it has become a true collaboration aimed at solving their unique needs. 'With Monami and Procore, it feels like a partnership', he explains. 'It feels like Procore is beside us—which we are really, really thankful for'.

What's more, implementing a solution that supports the company and its goals also bolsters Monami's commitment to internal teams.

'Having an integrated solution shows our commitment to our guys on site and our staff. It allows them to carry out their roles and work to a higher level, without overburdening them. When that happens, we have a happier workforce. They have more time and capacity to carry out other work, bringing them to a different level', says Hennessy.

In other words, implementing Procore came down to more than just adding another solution to Monami's tech stack. It was about empowering teams with tools that helped them maximise their abilities and contribution to the project.

'Like all investments, we want to see a return', he explains. 'What Procore gives us, both in qualitative and quantitative returns, is our men on the ground—our staff. Without our staff, we can't build to the level of the quality that we aspire to build and get repeat clients. We aspire to be the best out there, and we need technology to help us achieve that'.

But as Kelly points out, technology isn't a solution in and of itself. It has to be user-friendly and customisable to fit a business's unique needs.

'Procore is so easy to use', she says. 'It also has the flexibility to suit whatever your role is. I work in administration, but you can be a site manager or an architect. No matter what your role is, you can find a way to make it work for you. Procore is one of the best tools out there for the construction industry'.

Gaining a Competitive Edge

In addition to improving processes for internal teams and clients, Monami noticed that having a more efficient, centralised system resulted in improvements to the business as a whole.

'We're able to move our staff from one project to the next in a shorter period of time. We can start jobs quicker, and our jobs are every bit as successful as the previous job', says Hennessy.

He continues, 'Procore has given us a competitive edge now that we have real-time information. The days of faxes are gone. Emails are slow. But with Procore, it's easy. It's simple. A lot of design teams that are new to our systems grasp the idea of Procore quite quickly. We're able to bring them on board, and they buy into it and are eager to learn from it. They like the idea of one platform where their drawings are all up to date, and when they publish a new drawing, the previous one is superseded. It makes their lives a lot easier, which in turn means we can build. Because that's what we're here to do—we're here to build'.

These internal improvements also increased client satisfaction—ultimately bringing in more business. He adds, 'All the information is there. It's easy to share and to hand files over to the client at the end of the project. Especially since the regulatory changes in Ireland in 2014, we see that as one of the main bonuses that Procore offers to us and our clients—we hand over a project, and our clients are happy and we get repeat business'.

In a rapidly evolving industry, this has helped ensure success not only on current jobs but future projects as well.

'The fact of the matter is the landscape of construction is constantly changing', Kelly explains. 'We're moving away from paperwork, and it's becoming a much more technological world that we're living in. Whether we like it or not, we have to start moving towards online platforms, and honestly, you need to get a system that has the most comprehensive toolset for what you do—Procore has that. I think going forward a lot of construction companies need to start getting online platforms'.

Hennessy adds, 'It's an important part of what Monami is about: giving clients not just a building, but something for the future'.