

— 2020

Construction Management Software Buyer's Guide

Your go-to guide for evaluating today's software solutions

PROCORE®

Contents

01 **What's Happening Now in Construction** 03 →

02 **How to Use This Guide** 05 →

03 **How to Secure Executive Support** 06 →

04 **Goal Setting: Where You Are Now vs. Where You Need to Be** 07 →

+ Define Your Problems Before Seeking a Solution
+ Set Measurable Objectives
+ Establish Vendor Criteria
+ Create a Tech Buying Committee

05 **Vendor Shopping: Essentials to Look For** 11 →

+ Point Solution vs. Platform
+ Open API & Integrations
+ Software Licensing Model
+ Mobility
+ Reporting & Analytics
+ Security

06 **Vendor Evaluation: Picking the Right Partner** 19 →

+ Ease of Use
+ Implementation & Adoption
+ Technical Support
+ Scalability
+ Product Development
+ Investment vs. Expense
+ References
+ Partnership

07 **Next Steps: Where to Go from Here** 27 →

+ Present Your Partner of Choice



— 01

What's Happening Right Now in Construction

Historically, our multi-trillion dollar sector has been slow to adopt new technologies. Many firms still rely on Excel spreadsheets or a variety of disparate systems to manage projects. For too long, the construction industry has been—for the most part—neglected by tech providers.

But this previously tech-averse industry is getting a facelift.

In the span of a generation or two, construction has moved from almost 100% reliance on paper-based transactions to the cusp of a profound digital transformation. According to Crunchbase data, **funding in US-based construction technology startups surged by 324 percent, to nearly $3.1 billion in 2018 compared with $731 million in 2017.**

But this injection of innovative tech also came with a litany of new problems.

With so many facets of construction—planning and design, procurement and construction, operation and maintenance, etc.,—firms began to purchase software solutions to solve the challenges unique to each domain of construction.

The result?

A colossal tech stack of cobbled-together point solutions that don't integrate with one another.

Documentation still requires double entry—not from paper to spreadsheet—but from software to software. Field teams have to sign in and out of a flock of apps, each with its own user login, learning curve, and tech support (if any). Project owners and contractors often operate in different solutions that don't communicate with one another. And project—let alone portfolio—reporting is near impossible with inconsistent data entries spread across a myriad of solutions.

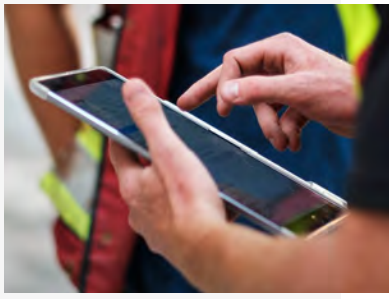
According to a 2018 study by Trackvia, "Executives that rely on four or more systems to manage their data spend 400% more time trying to use that data for decision-making compared to those who use a single system."

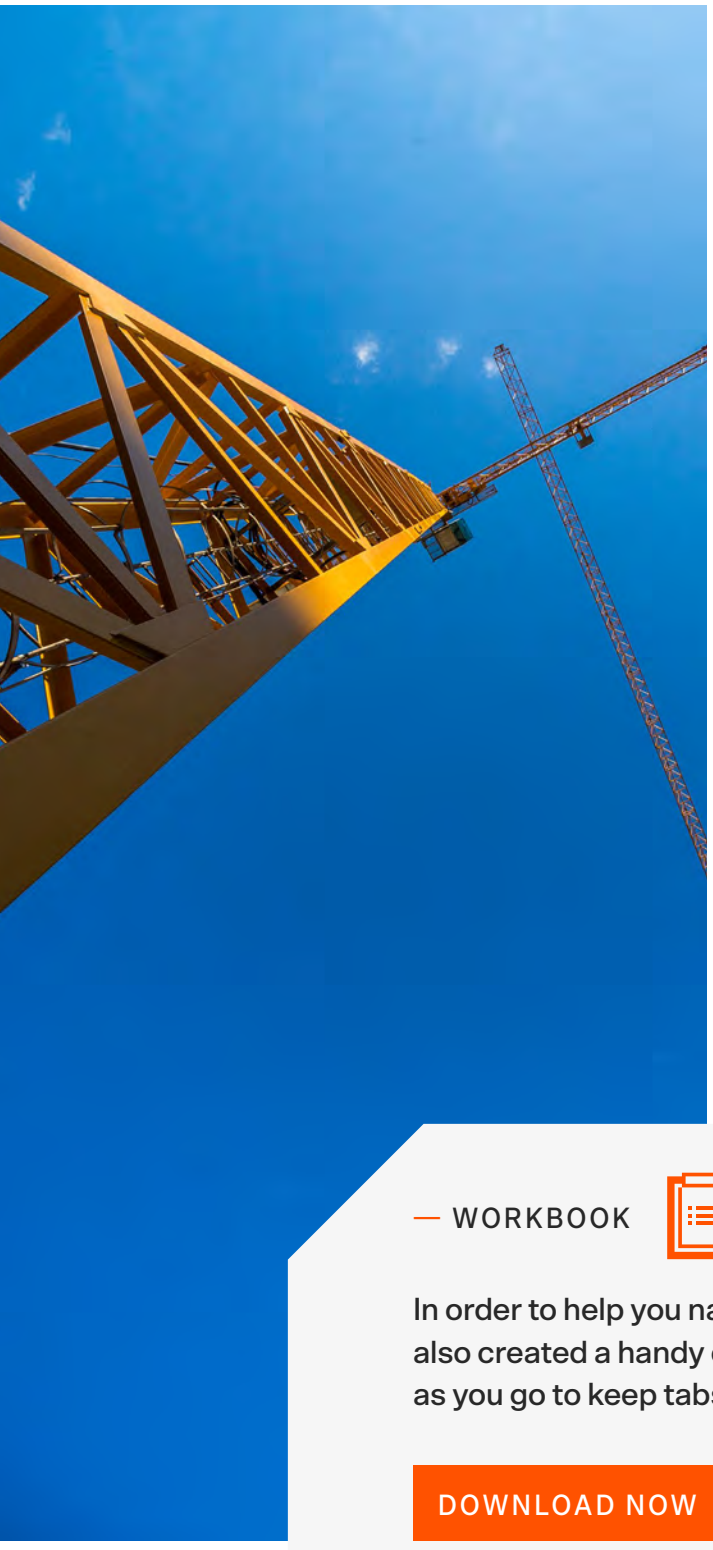
But this narrative is changing. As JBKnowledge states in their 2018 Construction Technology Report, "In 2012, survey respondents most often were using over six software applications daily." But that number continued to drop annually until 2016 when "two software applications became the norm and the numbers have stayed consistent since." As the data foreshadows, the industry is moving toward a single source of truth for all phases of construction.

But how do you know which software solution is right for you?

This guide is designed to walk you through a comprehensive overview of important buying criteria to consider when evaluating different software applications. It's also equipped with key aspects to look for when you start narrowing down potential vendors to ensure you select the best construction management solution for your unique business needs.

> Executives that rely on four or more systems to manage their data spend **400% more time** trying to use that data for decision-making compared to those who use a single system.





— 02

How to Use This Guide

Choosing your construction software solution is a significant decision, to say the least. Aside from the substantial investment in terms of cost, time, and resources, your software selection will also define the daily work culture and communication environment of your construction teams. This guide will provide you with a basic framework for evaluating and comparing the various tech solutions you will come across in your research.

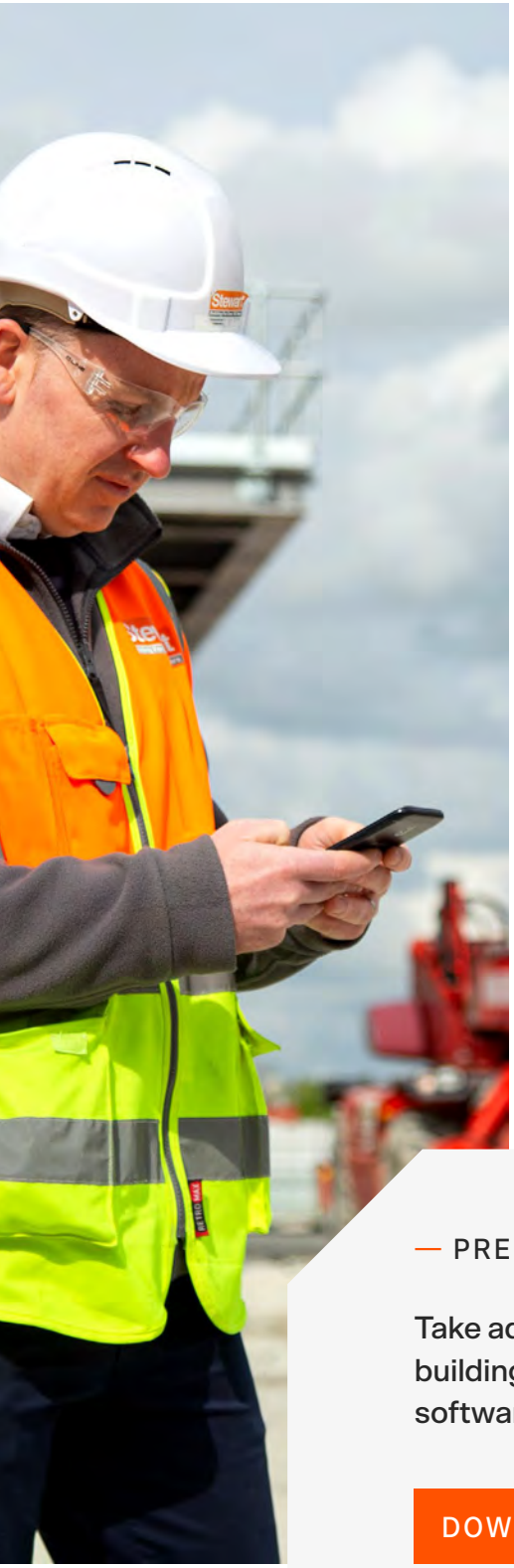
This includes:

+ Tips on how to identify your needs
+ Functionality aspects to assess
+ Specific features to look for
+ How to evaluate the software company

— WORKBOOK

In order to help you navigate this complex process, we have also created a handy companion workbook for you to fill out as you go to keep tabs on your findings.

DOWNLOAD NOW



— 03

How to Secure Executive Support

Before you start spending ample time and resources searching for the best construction management software, it's best to get the proper blessing to do so. The best way to get your project in motion is to build a business case for the software you'd like to implement. While you don't know exactly which vendor you want yet or how much it will cost, you do know the challenges you're facing today and that there's a better way.

A business case is a carefully constructed document detailing the rationale behind the investment in order to convince a decision-maker to approve the recommended investment. Developing a well-executed business case enables you to increase the benefits and value of a proposed solution and reduces risks exposure and potential roadblocks.

The business case is not only the best way to get buy-in for a project, but it's also a critical roadmap as to how to guide and evaluate a project—tying its ongoing activity back to the company's strategic and tactical objectives.

— PRESENTATION

Take advantage of this ready-made business case to start building your argument for construction management software today.

DOWNLOAD NOW



— 04

Goal Setting: Where You Are Now vs. Where You Need to Be

Before you begin researching potential software solutions, you need to analyze the current processes you have in place to help you pinpoint areas that can be improved with construction management software.

Define Your Problems *Before* Seeking a Solution

Successful software selection begins by citing deficiencies with the current environment and identifying pain points that need to be resolved. Consider what isn't working and how it could be improved. This will allow you to identify your pain points in order to select the solution that most directly addresses them. For example, if you're having trouble ensuring your teams are performing regular safety audits and they're currently using paper forms, you know you need a product that can digitize that process and provide visibility to management.

Some common pain points include:

+ Current business software systems are outdated and require high maintenance or constant updates
+ Hard to manage custom in-house programs
+ Current systems cannot support new company business initiatives or growth
+ Users are unable to retrieve timely information, if at all
+ Difficulty in retaining staff or maintaining employee satisfaction due to cumbersome systems and poor work/life balance
+ Key business functions are manual or require multiple disintegrated systems
+ Current software doesn't integrate with accounting solution
+ Current software has no mobile functionality
+ Lack of reporting capability across data streams
+ Lack of communication between field and office
+ Constantly dealing with outdated information
+ Challenging change management process
+ No unified view of performance across projects



Set Measurable Objectives

Clear and measurable business objectives are a requirement for achieving envisioned success.

Goals are your general intentions—big-picture plans. Objectives are outcomes that showcase the achievement of those goals—things you can actually observe. Therefore, they have to be measurable. Aim to create SMART objectives that are Specific, Measurable, Achievable, Realistic, and Time-bound.

Some common objectives include:



Create a real-time, central source of truth for construction data by eliminating all non-integrated point solutions and adopting a construction platform by the end of the year.



Reduce your potential liability in a claim by creating a **common data environment** for all documents, communications, and workflows that reduce the potential for miscommunication, missteps, and incidents that may lead to litigation.



Achieve 10% revenue growth without needing to hire additional staff by giving them more efficient systems and processes.



Reduce administrative burden by an hour a day by replacing manual workflows with automated processes and eliminate dual entry into multiple systems within 6 months of software adoption for project engineers and admins.



Reduce rework by 5% by equipping all project collaborators with real-time project information.



Improve the field team's technology satisfaction score by 20% on the next field survey.



Enable X role to be able to **manage X additional projects** within one year.

Establish Vendor Criteria

Now that you've determined the problems you want to solve, you can create a yardstick against which all potential vendors can be measured. Looking back at the objectives you created above, what features do you need from the software in order to achieve those ambitions? Imagine what the ideal software for your business looks like, and use it to create a hypothetical product specification. Start high-level, then get more granular.

Which features would have the biggest impact on the business? Which are essential versus nice-to-have? Create a ranking system to assign a weight to each function to help you prioritize what's most important when comparing vendors side by side.

Remember, one of the biggest features is usability. Many solutions may be able to check all the boxes you lay out, but it's important to have the end users put their hands on software to confirm your team will actually adopt it. A good mantra to keep in mind is that a good solution should remove work, not add it. If a vendor is not able to let you put your hands on the system in some capacity before buying, that's a big red flag.

Create a Tech Buying Committee

It takes a village to make the right decision on a tech solution. Today multiple stakeholders—across multiple teams and departments—are involved in a single purchasing decision. Therefore, it's important to determine who will be impacted by this change, and what concerns they may have about implementing construction management software.

Create a committee of decision-makers that will have a direct impact on the purchasing decision. Invite end-users (field and office staff), IT, software administrators, program managers, consultants, and executive decision-makers to help you evaluate the software from all use cases of the business. Make sure to bring them into the evaluation process as early as possible to avoid future roadblocks.



— 05

Vendor Shopping: Essentials to Look For

Now that you've created your selection criteria, it's time to start shopping for vendors that best align with your needs. Stick to your vertical by narrowing your search to industry-specific vendors. Don't waste time researching solutions that weren't made to fit the needs of your particular business type. Before you start Googling, seek out recommendations from peers. Start with referrals and then make your way through web pages and software review sites.

Once you've found some vendors that have potential, create a shortlist and start digging deeper. The bulk of your investigation will involve stacking up feature sets against your hypothetical spec, but it's essential to take a step back and assess the software solutions beyond their product offerings, taking into account things like system architecture, mobile capabilities, and security.

Here are the top requirements to keep in mind when vetting a software vendor.

+ Point Solution vs. Platform
+ Open API & Integrations
+ Software Licensing Model
+ Mobility
+ Reporting & Analytics
+ Security



Point Solution vs. Platform

Point Solutions

Singular-focused solutions, or point solutions, only address one problem without regard to related issues. Therefore, many find themselves buried by the sheer number of software products needed to manage the multiple facets of a single project. As a general rule, you should limit the total number of applications your staff has to learn and use every day. There may still be some point solutions in your overall tech stack for specialized purposes though, and to limit the app fatigue for your staff, you should try to find solutions that integrate on a common platform to limit data silos. This reduces the need to transfer data between applications, and in some cases, the integration is seamless enough that people may not even feel like they're in multiple applications.

Platform

A "platform" is an underlying system that supports third-party applications. Similar to a physical platform, these digital platforms provide a base structure, or scaffolding, onto which multiple components can attach. Since platforms allow different solutions to "talk" to one another and share information, teams have greater visibility into performance across projects and teams. This allows them to identify risks and trends to improve future performance.

Investing in an integrated platform enables you to:

01. **Connect all of your collaborators:** Eliminate the field-to-office divide by bringing all of your collaborators—engineers, architects, specialty contractors, general contractors, project managers, superintendents, owner, etc.—under one roof.
02. **Connect all of your applications:** Integrate solutions together, seamlessly reusing information created in one application to populate data fields in other applications—avoiding wasteful double entry.
03. **Create a single source of truth:** With data flowing freely between people and applications, teams have a centralized place to go to access the latest project data when they need it.
04. **Empower leadership to plan and execute together—in real time:** With connected and aggregated data, company executives can extract business intelligence across the construction lifecycle—helping them make better, more informed decisions.

Open API & Integrations

Open Application Programming Interface, or API, means that third-party developers can use proprietary code and data to create or integrate software that interacts with the original program. Essentially, it's a Rosetta Stone for code—allowing two software programs to communicate and interact freely with one another.

If the platform acts as a scaffolding, think of integrations as the building blocks. Unlike single point solutions that force you to get new software every time you run into a new business challenge, a platform allows you to easily connect additional applications to your existing system at any point. All your tools are seamlessly stitched together for maximum efficiency and ease.

This provides greater flexibility for businesses to customize a technology package for their unique needs. With an integrated platform, new solutions can be added to the technology ecosystem with minimal effort as business needs change.

Furthermore, this integrated ecosystem streamlines the collection of data from multiple sources, enabling teams to better understand how projects are performing holistically. For example, your project teams can use one application to track project financials, quality and safety, and other project management tasks, while a 3rd party integrated system uses AI to analyze the photos and videos captured for safety concerns. All of that data can be combined with data from the accounting and CRM systems at the main office to give company executives access to actionable insights that can be leveraged to make data-driven business decisions.



Software Licenses

There are three common software licensing models:

+ **Concurrent Seat licenses:** Priced based on the number of individual users who have access to the software at any given time. When evaluating a concurrent seat license contract for construction software, it's important to determine how many employees and collaborators will log in concurrently.
+ **Named Accounts:** Names of users are linked to software login credentials. Companies purchasing named accounts may need to buy hundreds of user licenses, including licenses for external collaborators such as contractors and design teams, regardless of the frequency of the software usage by those licensees. In this scenario, it requires time, money, and effort to manage and adjust the named user licenses as a company grows and every time employees leave or join the organization.
+ **Unlimited Users:** Unlimited users for a fixed rate. This model is ideal for giving all project collaborators—including specialty contractors, consultants, and third parties—access to the software.

The most traditional software pricing model—selling individual seat licenses per user—may seem like the most cost-effective approach, but this is often far from the case when you consider all of the users that would ideally have access. This model can also lead to limiting the value of the tool by limiting users in the name of cost-saving. This model is best suited for back-office or very specialized applications where collaboration is not needed.

A project can only move as fast as the decision-making process of its team members. Therefore, field teams' limited access to project data drastically inhibits the communication and collaboration required for timely decision-making and judgment calls. Field teams require accurate data and around-the-clock accessibility to that data—for all project team members. For this reason, and many more, an unlimited user license is recommended.



Mobility

It's vital that your software candidate has powerful, fully functioning, native mobile applications to maximize project efficiency to the fullest extent. Mobile platforms mean the latest project documentation is now available 24/7, even on the most remote jobsite, with tablets and smartphones capable of creating, sending, and receiving workflow notifications and enabling most of their functionality while offline as well.

With a mobile platform, field teams are freed from the burdens of isolated communications, siloed information, double-entry, and delayed information flow that arises from back-office reliance. They can quickly respond to and capture changes as they occur on the jobsite without waiting for potentially outdated information from the office. Now, the information you gather, at this moment, is within minutes of being included in a report.

By capturing daily cost changes in the field instead of spreadsheets and emails, project managers can quickly generate up-to-the-minute dashboard views of the health of their jobs. They can monitor the impacts of change against the budget and share that information securely and in real time with other stakeholders.

The back-office no longer summarizes past performance but delivers instant visibility into real-time project performance. This reporting from the field eliminates double data entry and reporting time-lags, identifies unexpected variances, and is a basis for confident decision-making with respect to any "problem" jobs.

Offline Accessibility

Since many jobsites do not have WiFi throughout, various project management tasks need to be achievable offline. Best-in-class mobile software offers offline access to project data and syncs all changes made offline once back online.



Reporting & Analytics

An integrated platform allows you to streamline, aggregate, and report on data flow between people, companies, systems, devices, and software applications. When you integrate solutions together, you're able to seamlessly reuse information created in one application to populate data fields in other applications—avoiding wasteful double entry or cutting and pasting, and the potential for human error.

When data is more predictably uniform, it's readable by reporting tools that can deliver actionable information by flagging areas that require proactive corrections before they cause schedule delays and cost overruns. With data flowing freely between systems, devices, and software applications within a construction business, authorized employees and managers have real-time access to the latest information from across their operations. Moreover, with data aggregated and connected, company executives can extract business intelligence—helping them make better, more informed decisions.

Sophisticated reporting products transform your data into meaningful and actionable dashboards that help turn your business into a data-driven organization. Make sure your platform not only integrates with other applications to enable seamless data flow but also has a robust reporting product to analyze your data into meaningful insights into key areas of project performance such as:

PROJECT MANAGEMENT

Gain a holistic view across all of your project management activities such as RFIs, submittals, meetings, etc., to quickly identify areas that require attention, with insight into where immediate action is needed.

FINANCIAL

Expose your contracts, change orders, budget details, pay applications, and all other financial details in order to quickly understand your financial position and any risks. Visualize outliers in your budget and take action to correct problematic suppliers, trades, or resources.

QUALITY & SAFETY

Leverage data gathered in your daily logs, observations, inspections, and punch lists to baseline, identify, and predict trends before they cause injuries, delays, or cost overruns.

Security

An on-site server gives you physical control over your server and keeps critical data in-house. Many believe that in-house servers are safer because of their physical proximity, but in reality, data security is independent of whether your server is sitting next to you or across the country.

SaaS vendors are actually able to invest much more in security, backups, and maintenance than many firms. Furthermore, most SaaS vendors undergo stringent security procedures of SOC audits that test the data center's level of security. Chances are, your IT department doesn't hold themselves to the same standards.

Cloud-computing vendors have a unique opportunity to partner with elite data center providers that offer a secure and trusted backbone for their software. This allows you to leverage the infrastructure of very large corporations primarily focused on securing customers' data and authenticating access.

Make sure your vendor is dedicated to providing you with the highest degree of service including security, availability, and privacy of your data. Ensure they have documented and implemented policies and procedures based on the NIST Cybersecurity and Risk Management Frameworks. Ask them how they address the processing of customer data including transmission, storage, and access. Make sure their policies comply with all applicable laws, rules, and regulations. Confirm they also engage 3rd parties to review their Information Security Program (Penetration and Vulnerability Testing); as well as audit and ensure compliance with a number of industry standards.

Before you go down the rabbit hole on security protocols, it's best to loop in your IT department when you're ready so the experts can weigh in on all the necessary system requirements.



Some general criteria to look for include:

APPLICATION SECURITY

+ Role-based Permissions
+ Secure Authentication
  - Secure Password Management
  - SAML2 SSO
  - OAuth 2.0 API
+ Data Encryption
  - At Rest & In-Transit

INFRASTRUCTURE SECURITY

+ Highly secure & compliant IaaS providers
+ Redundant Infrastructure and real-time backups
+ Strict Access Control Policies
+ DoS / DDoS Protection

COMPLIANCE

+ Regular 3rd Party Assessments
+ Internal Vulnerability Detection
+ Regular Employee Training
+ SOC 1 & 2 Type 2
+ NIST 800-171
+ ISO 27001:2013 Certified

Data Ownership

It's not uncommon to assume that your software vendor owns your data since they house it and protect it. While this is rarely the case, it is something to be aware of when negotiating a service level agreement (SLA) with your vendor. Ensure there's a clause in your SLA that states unequivocally that you own your data. You'll also want an agreement for appropriate assistance in migrating your data should you decide to leave or the vendor goes under.





— 06

Vendor Evaluation: Picking the Right Partner

A vendor's feature set and functionality is not the end all be all of their offerings. In fact, many businesses fall victim to aligning a comprehensive feature set with flashy tools and a modern interface with robust software. But just because your sales rep says the software can do what you need it to and the product demo looks easy enough doesn't mean it's true.

Take a step back to ensure you conduct an honest assessment of the company's dedication to supporting your organization for the long haul. Expand your requirements beyond a product standpoint to consider the reputation, development, and growth of the software company.

Here are some aspects—outside of features and functionality—to keep in mind when considering a software partner.

+ Ease of Use
+ Implementation & Adoption
+ Technical Support
+ Scalability
+ Product Development
+ Investment vs Expense
+ References
+ Partnership

Ease of Use

The purpose of seeking a solution is to make your life easier—not harder. Successful tech adoption requires users to make a change in their current processes, which is no easy feat. That's why the single most important factor in software adoption is ease of use. Therefore, every aspect of the software needs to be intuitive in design so users instantly know how to use it for their needs with minimal to no training.

Study the software interface and workflow to judge how easily it can be incorporated into daily workflows, as well as how seamlessly it integrates into the rest of your tech stack. Don't equate more features with more use. It can be a robust solution, but it needs to be intuitive and easy to learn to ensure your team will use it.

A good indicator of software usability is time to value. If it takes six months to a year to implement the solution, there's a higher chance the software is not intuitive or easy to use. Look for software with an implementation timeline measured in weeks.

Implementation & Adoption

Make sure you have a strong understanding of both the training the vendor will provide at time of implementation as well as the services provided after launch. Look for companies that go above and beyond traditional onboarding processes like kickoff calls and training documentation. Seek out providers that offer ongoing software education for all of your users throughout the lifetime of your license.

With continual software updates, new functionalities, and even new products released several times a year, you need resources dedicated to keeping your staff up to speed. This costs money and effort, which needs to be taken into consideration. Make sure you're not the one taking on that burden.



Pursue a vendor with ongoing free educational offerings such as:

+ **Support site:** expansive library of software how-to articles and videos
+ **Training webinars:** live training held by implementation specialists
+ **Certifications:** online courses that teach you how to successfully use the software, with certificates of completion.
+ **Onsite training:** customer support staff come to your offices for in-person training.
+ **User-groups:** customer-led communities where you can share best practices and grow your network
+ **Product Release Updates:** Emails regarding the latest product releases and how to use them.
+ **Business Reviews:** Meetings to review your usage, adoption, and any bottlenecks within your organization.
+ **Performance Insights:** Feedback provided by customer support staff monitoring your account with construction-specific metrics to ensure the software is being leveraged to its fullest potential.

Technical Support

Every vendor has world-class support during the sales process, but that may not be the case after you've signed a contract. You need to be able to have your teams' questions answered in a timely and efficient manner in order for the software to be a contribution to project success rather than an inhibitor.

Support should be on-demand either via email, chat, or phone (or preferably, all three) and should be included for anyone with a login, whether or not they work at your company—not to mention free. **Be wary of solutions that include support, but only for select users.** This will inundate those named individuals with software "how to" questions—forcing them to spend costly hours on software support versus the job they're paid to do.

Take a close look at the support staff. Are the service representatives domestic or do they use a third party also supporting their competitors' software? You need software experts that know the ins and outs of the software in order to solve your problems quickly.

Scalability

No one wants to test, deploy, and customize software only to find out a year later that you have outgrown and need to replace the solution. Consider your company's 3-5 year growth plans and make sure you're selecting a partner that can support you in the long term.

Seek out software that is constantly improving with new features and product updates. This is another advantage of cloud-based systems—you receive product updates seamlessly without having to purchase the latest version of the software or new licenses. Make sure the solution you choose does not make you pay to receive product updates and enhancements.

Product Development

User feedback is one of the most valuable inputs to the software development process. When customers have questions or concerns, it's vital the vendor takes the time to understand the root cause of the problem.

Development based on real customer feedback creates solutions that grow as the industry evolves, keeping it current and valuable. Software that relies on customer feedback for development has a very unique advantage of responding to your business more quickly, resolving universal system issues from a single code base, and soliciting feedback on platform enhancements. These platforms remain ahead of their competitors with respect to product advancements due to a focus on analyzing customer feedback and incorporating it into the development roadmap.

Seek a provider that prioritizes the development of new features and improvements with user groups and events that invite customer feedback. Every company will tell you that they listen to their customers, so look for proof points of that in 3rd party reviews and with any reference calls you conduct.



Investment vs. Expense

One of the biggest reasons for assuming an inadequate return on your software investment is by inaccurately comparing it to the cost of the systems being replaced and the amount that can be reimbursed by your clients.

The software needs to be viewed as an enabler of business processes that delivers strategic value, not just an IT purchase. The difficulty with ROI calculations is being able to identify and measure all of the less obvious, and potentially indirect benefits that are derived from applications that truly enable business processes.

With an integrated platform capable of managing all aspects of a project, the value is far beyond a dollar amount you can tie to something like saving printing costs by digitizing drawings. It includes everything facilitated by the software—such as safer jobsites from new visibility into near-misses or improved employee morale leading to better employee retention due to a reduction in administrative tasks.



Some general benefits gained from implementing construction management software include, but are not limited to:

+ Lower IT costs
+ Increased efficiency & productivity
+ Visibility into the health of project portfolio
+ Improved forecasting
+ Predictive analytics
+ Reduced rework
+ Reduced risk of litigation
+ Safer jobsites
+ Reduced internal training staff
+ Leaner staff
+ Faster project delivery
+ Talent retention
+ Better recruiting

Construction software pricing also varies drastically from vendor to vendor, and it can be difficult to apply a blanket pricing structure when categorizing their offerings. Refer back to the section on licensing models, and make sure the price you receive includes implementation and training and customer support for all software users—including external stakeholders and that there are no hidden fees so that you're making an apples to apples comparison. If the price does not include unlimited users, make sure you have an understanding of costs you'll incur for adding any 3rd party collaborators as required by your projects.



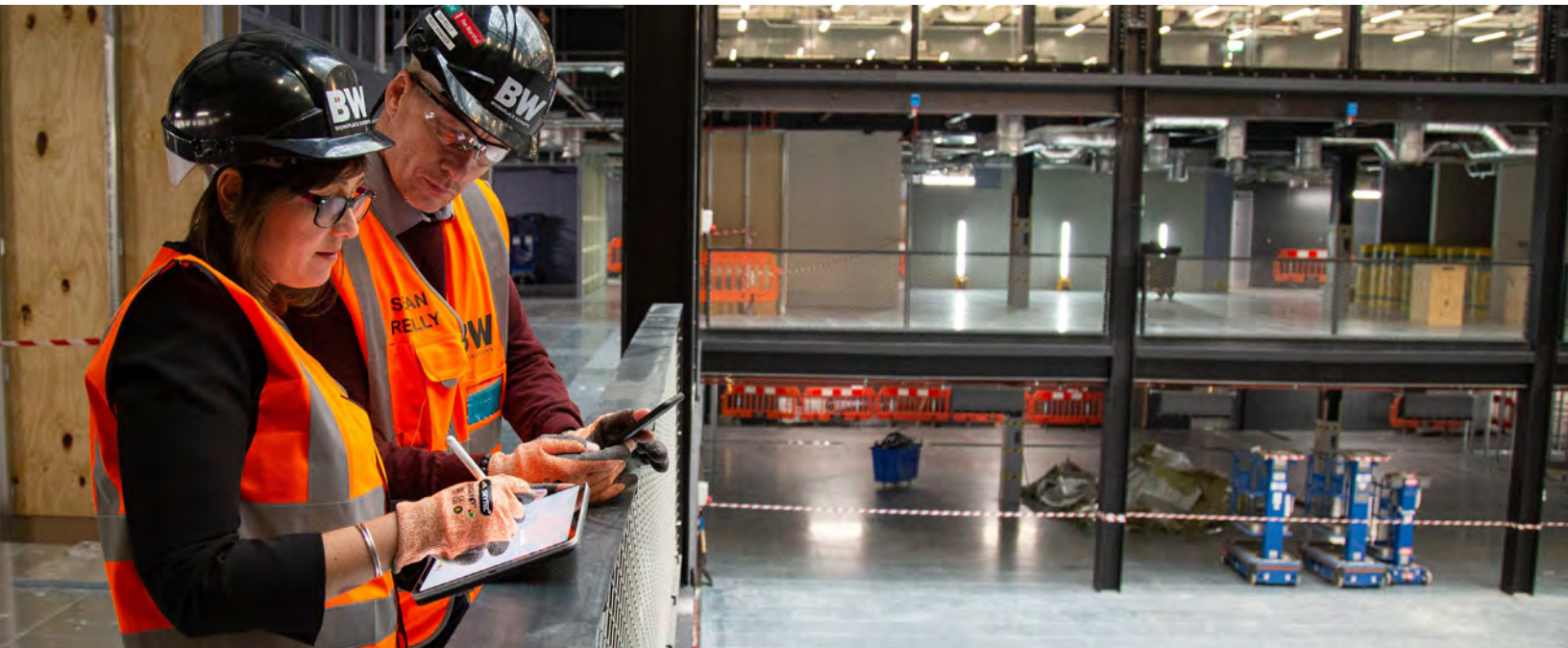
References

When you're trying to manage deployment risk, there's nothing more comforting than knowing you're not the first organization to implement the specific configuration you're planning. **Customer testimonials speak volumes about a vendor's viability, as customer satisfaction is often a clear indicator of long-term success.** Read through the vendor's customer case studies and leverage software review sites like Software Advice that provide software rankings based on real user feedback.

Don't be afraid to pick up the phone. Ask your vendor for a handful of referenceable clients of similar size and sector that you may speak to about their experiences working with them.

Some areas to include:

+ Implementation (i.e., how long did it take?)
+ Solution performance (i.e., how well does the solution work, has it met expectations, and what kind of value have you derived?)
+ Uptime and reliability (i.e., is the system always available when you need it?)
+ Functionality (i.e., how comprehensive are the products, and how often are new capabilities introduced?)
+ Usability (i.e., are the products easy to navigate, and were your users able to get up and running quickly, or was extensive training required?)
+ Support and responsiveness (i.e., how quickly does the vendor respond when you have a problem, and how knowledgeable and helpful is their service team?)



Partnership

Investing in construction management software isn't enough to improve your business. You need software that is easy to learn, use, and adopt across your organization. And if there are any bumps in the road, you need to have the confidence that your software partner will be there with you every step of the way.

Your relationship with the software vendor will be a partnership, and you need to find out what sort of partner they will be. Consider how helpful and proactive the vendor has been during the sales process—this will give you insight into how your customer service interactions will be in the future.

Look at the company's mission, vision, and values to see how aligned they are with your company's defined goals. Some other leading indicators of a well-founded business partner include:

+ Giving back to the community with educational resources, nonprofit initiatives, or volunteer work
+ Dedication to the success of their people
+ Investing in innovation and learning and development
+ Organizing user groups
+ Hosting events dedicated to gathering customer feedback





— 07

Next Steps: Where to Go from Here

Selecting a software partner is a huge undertaking, so take your time evaluating and comparing vendors. Conducting the proper research and gathering all the feedback from your buying committee will pay huge dividends in the end. You'd much rather have a longer evaluation journey to pick the right partner than select the wrong vendor and go through a laborious implementation—only to find out you selected the wrong software and have to start your search all over again.

Present Your Partner of Choice

Now it's time to formalize your findings and present your partner of choice to your decision-makers with a proper business case. Update your initial business case for construction software at the beginning of the project with the findings from your research to support why your software partner is the best on the market for your business.

Here's a handy **ready-made business case** to help you create a compelling case for why your construction software partner is the best choice for your company's current and future success.

— CONSULT A PRO

For more guidance on your software evaluation, please reach out to a construction software expert today.

CONTACT NOW

Produced by
PROCORE TECHNOLOGIES, INC.

Procore manages your projects, resources and financials from project planning to closeout. Our platform connects every project contributor to solutions we've built specifically for this industry—for the owner, for the GC, and for the specialty contractor. Our App Marketplace has over 150 partner solutions that integrate seamlessly with our platform, giving you the freedom to connect with what works best for you, even if we don't build it. The ability to easily communicate across disparate teams makes it easier to work together by eliminating silos and establishing a single source of truth. It's how Procore gives your team access to everything they need to know to get their job done.

If you have any questions, give us a call at 866 477 6267

Or email us:
sales@procore.com

Talk with an Expert



VISIT THE JOBSITE >

Procore's Hub for Original Content



WATCH PROCORE TV >

Procore's Official YouTube Channel



MORE RESOURCES >

Free eBooks & Downloads