



“Of all the packages we looked at, none of them brought everything we needed to the table the way CGC’s eCMS did ... bringing the workflow and forms capabilities together in a very usable way.”



MCC

MADER Construction Company, Inc.
Interior Finishing Subcontractor
Since 1999

The Customer

- Headquarters: Elma, NY
- 2,000 invoices a year
- Annual Revenue \$30 million
- 200 employees (union payroll)
- 8,000 payroll checks/year

Application: eCMS – 50 users

- Accounts Receivable/Billing
- Accounts Payable/Subcontracts
- Job Cost
- General Ledger
- Order Entry
- Human Resources
- Payroll

Environment

- CMS going to eCMS 3.6
- IBM iSeries
- DB2
- WebSphere

“With eCMS we’ve never had a down day except once – when one of our employees accidentally cut a wire. The platform is so stable we’ve never had any real issues, honestly.

“IT team? What IT team? We don’t have one.”

— Jim Biddle, Chairman and Treasurer

The Company

Mader Construction Company is an interior finishing contractor in Western New York State. In business since 1984, it generates about \$30 million in revenue. Its clients are commercial, industrial and institutional firms that count on Mader to deliver a professional interior on time and at a competitive price.

Mader’s specialties include acoustic ceilings, interior walls, EIFS, fireproofing, carpentry and more.

The projects Mader undertakes — either as a sub-contractor or a general contractor — range from small short-term projects to multi-year developments, ranging from \$250K to \$15 million.

Mader is dedicated to providing the highest quality workmanship and maintaining a committed relationship with its clients. The Mader team is proud of its record creating the repeat clients that make up a substantial part of its business.

The Challenge

Jim Biddle, Chairman and Treasurer of Mader Construction, wanted to improve the job cost and change order tracking processes to reduce both cycle time and process labor costs. Jim believed the key to profitability was *daily* tracking and oversight of job costs – especially labor productivity – to keep jobs on time and to build a knowledge base for future jobs. He wanted to provide management and his project managers with accurate real time information about the state of the job.

He was worried, however, that project managers would not use the system he selected unless it was very easy to use. During an earlier initiative, Jim had tried

CUSTOMER CASE STUDY

remote handheld devices, but field teams said they were awkward and unacceptable, and they were not comfortable with the workflow. Jim ended up writing off his investment, and as a result project managers had to depend on printed weekly reports to manage their jobs – too long, too late. Jim had to find a system that was

- simple for field teams to use
- browser-based to allow remote users to access real-time project information
- interactive, to enable the field to quickly and easily enter cost and project data from project sites.

In the past all project managers had worked in their own unique ways with projects, workflows and change orders. Now, Jim and the management team needed to standardize these processes so that all employees used the same approved methods. Integration of field processes into the company financial processes was critical, to give management the visibility and control needed to run a successful business.

Whether at headquarters or in the field, too much time was being spent in tracking down project details, costs, material inquiries, time cards, etc., as they were required. Jim needed a system that quickly and effortlessly consolidated financial data, project information, job documents, forms and workflow.

The Solution

Mader evaluated many major vendors before finally selecting eCMS from Computer Guidance Corporation.

“Out of all the packages we looked at,” Jim Biddle said, “the system from Computer Guidance Corporation had the best integration and workflow. Not one of the other products brought everything we needed to the table the way eCMS did – the project management, the imaging, the workflow, the forms – it brings them all together in a usable way.

“As difficult as is to believe, many of those other packages did not even have a forms management or check writing module built in.”

eCMS provided Mader with a graphical, easy-to-use browser-based interface that enables the staff to maintain job data and access job status information *in real time*: from anywhere, at any time. “eCMS gives us a better idea of how things are going; we are more informed and more in tune with what’s taking place on a project, so we can be much more productive at job sites.

From top to bottom:

Buffalo, NY: University of Buffalo Center of Excellence and Bioinformatics: Main Lobby

UBCEB: Second Floor Lobby

Buffalo, NY: Roswell Park Cancer Institute Center of Genetics and Pharmacology: Lobby

RPCICGP: Commons



“Real-time visibility into jobs is critical for us to ensure we are managing them profitably. We don’t lose money on a job because we messed up on materials – we lose money because we messed up on production. If we expect a carpenter to complete a job in a certain period, and it’s not happening, we need to know; we *must* keep track of production to be sure we get the daily labor quantities we initially estimated.

“eCMS lets us manage jobs better, allows us to identify issues early – it shows us what’s right and what’s wrong on a project early enough to put out fires when they’re just smoldering, rather than when they’re fully engulfed. In addition, the detailed historical job data will help us fine-tune our estimates.”

The imaging and workflow is exactly what Jim wanted. He can drill down from job overviews to detailed cost breakdowns to the actual images of time cards or material invoices. Best of all, he avoids all the labor and time it takes to process paper.

Says Jim: “When we had our bi-weekly meetings with project managers, we were ‘beating up the job,’ but we didn’t have all the data. We especially wanted to standardize the change order process to eliminate the project managers’ individual approaches – paper and pencil, Excel, whatever – and integrate change orders with job cost in real time.” eCMS standardizes the workflow processes.

Safety is a critical concern because Mader is self-insured. “Our Safety Manager hasn’t been on the system yet,” Jim explains, “but we’re looking forward to getting him online with eCMS’s Human Resources application. The ease of use of this application makes it mandatory to get him on the system. We’re convinced that eCMS’s ability to evaluate previous job performance, track individual incidents, and the training modules, will improve our safety record.”

Below:

Buffalo, NY: Roswell Park Cancer Institute Center of Genetics and Pharmacology: Auditorium



When asked how big his IT team is, Jim said: “*What* IT team? We don’t have one.”

Jim explains that eCMS runs on IBM’s System i. “It is remarkably stable; we’ve never had a down day from hardware or operating system issues. No, I’m wrong, we *were* down once ... when an employee of ours accidentally cut a wire!

“I’ve seen how Microsoft servers perform – even though they’ve improved somewhat, they cannot match IBM’s track record.” Because Mader is not running on a Microsoft platform, “I don’t worry about viruses or hackers breaking into my IBM system – it’s never happened. I can’t tell you how much that stability is worth to me.”

About eCMS

Representing the new standard in financial application suites for the construction industry, eCMS blends flexibility, dependability and superior performance. The eCMS browser-based interface allows for maximum accessibility of mission-critical information to those who need it, regardless of location. Combined with core financial applications and integrated productivity tools, real-time information means your business can reduce costs by streamlining complex operations. The functionality and evolution of the eCMS application suite has arisen through listening to our customers and continually striving to exceed their expectations.

About Computer Guidance Corporation

Computer Guidance, the leading provider of financial accounting, project management, and bidding software, delivers solutions to more than 600 enterprise customers from various construction disciplines.

Computer Guidance delivers the accounting and project management software of choice for 20% of the ENR Top 400 contractors – and it has been voted one of the leading job costing and accounting software applications by the highly-respected CFMA IT Survey. Computer Guidance also provides the ultimate solution for any company seeking flexibility, dependability, and superior performance in an accounting software suite.

For additional information about Computer Guidance, visit our web site at www.computerguidance.com or call 1-888-361-4551. Computer Guidance is headquartered in Scottsdale, Arizona.

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Superior Accounting and Project Management Software Solutions