eCMS v.4.1 Cloud-Based ERP Software

Company: Lancaster Development, Inc.
Industry: Specialty Contractor
Construction Services: Earthwork, Utility Services, Paving, Bridgework, Milling, Trenching, Equipment Transportation, Material Trucking, Contract Crushing, Design / Build, Value Engineering and Construction Material Production.
Headquarters: Richmondville, NY
Territory/Locations: Two main locations, Tri City and Lancaster Development
Client Information: Lancaster Development Inc., headquartered in Richmondville, NY, is a third-generation family-owned business with a long history of outstanding quality work and exceptional customer service in the heavy highway construction industry with a full-service aggregate and asphalt producer division.
Software Applications:
eCMS, Account Payable, Accounts Receivable, General Ledger, Job Cost, Payroll, Content Management, Workflows, Business Intelligence, Time and Material Billing, Purchasing, Archival, Human Resources, HRSS, Service Management, Equipment Accounting, Equipment Maintenance, Project Collaborator, Mobile eCMS, Archival, Bill of Material, Integration Suite, Material Requisition, Order Processing, and Plant Sales.
Technology Environment:
Cloud / Managed Hosting

Challenge: Lancaster Development is a well-respected, market-leading construction company. Despite their success, they were plagued by disconnected, labor-intensive, manual processes across all departments and functions within the organization. They relied upon disparate systems that did not share data and did not communicate with one another, causing decision-making delays as well as an exorbitant demand for data entry and verification. Different divisions of the organization were not able to get on the same page, so Lancaster employees spent a tremendous amount of time completing traditional daily tasks rather than focusing on improving performance and helping grow the company.

Solution: Lancaster Development worked with Computer Guidance Corporation to implement a two-part ERP solution that aligned their employees activities with the overall goals of the business and its customers.

First, Lancaster and CGC created an automated import template to bring data from existing systems into their eCMS ERP solution, eliminating duplicate data entry and manual processes while driving enhanced productivity across the organization. The benefits we recognized immediately across processes and personnel involved in Payroll, CC Payments, Job Costing, POs, Labor Workflow, Equipment Usage, General Ledger and Change Orders.

Next, Lancaster and CGC implemented Reporting and Business Intelligence solutions to achieve performance visibility that would allow real-time and proactive decision-making for a smarter, more efficient business. Users now have ability to create their own data views, reports and dashboards, with everyone working from the same data set to manage their business area.
(continued on the next two pages)

Results:

Lancaster Development Savings
- Payroll import - $19,440 annually
- AMEX import - $3,240 annually
- Job Costing import - $21,600 annually
- PO import - $10,800 annually
- Labor Time import - $10,800 annually
- Equipment import- $6,480 annually
- GL import - $2,700 annually
- COR import - $4,320 annually
- Imaging Labor - $45,360 annually
- Printing Cost - $7,200 annually
- HR Self Service - $6,480 annually

Total Estimated Annual Savings - $138,420
(all saving amounts calculated as $45 per hour)

Highway Construction in the State of New York

eCMS v.4.1 Cloud-Based ERP Software

"Lancaster employees are the heart and soul of our company, and we knew we could stand taller if we gave them the power to do more on their own. IDI training takes just 20 minutes and then our team members are free to create their own views, reports and dashboards, all in the name of greater productivity and satisfaction, for our employees and their customers."
—Ken Meyer, CIO, Lancaster Development

Solution:

Automated Importing

Payroll: Lancaster operates two separate companies with two separate payrolls. Historically, time was collected, input and processed manually for each company individually. Intercompany transactions were not allowed, so this was done one company at a time, after which a prevailing wage was calculated and payroll was processed. In all, it would take up to 3 employees 2 to 3 hours per week to complete each payroll. Today, with an integrated solution, payroll time is pulled into eCMS automatically and processed in less than 20 minutes per company with minimal errors in real time.

American Express Credit Card Payments: Lancaster uses multiple credit cards which had to be manually reconciled and retyped into the AMEX portal, then downloaded and input for processing. This used to take as much as 6 hours per month but is now done in minutes as part of a simple, integrated import process.

Job Costing: Lancaster uses one software for estimating and bidding, and another for Job Costing. Previously, Job Costing had to be set up in both systems separately, which would take almost 40 hours per job. Now, it is setup once in both systems with the automated import capability, and costs are visible for all to view and process in real time.

Purchase Orders: Purchase Orders often have hundreds of line items, and before the integration of eCMS, Lancaster would create a PO for each vendor using Microsoft Excel. The individual spreadsheets were then manually entered for processing. Now, POs are created or automatically imported into eCMS, saving 15-20 hours per month.

Labor Time Approval Workflow: Importing payroll information used to be a manual process that required hands-on data editing, management and approvals between departments. Today, payroll data is systematically imported into eCMS and routed to the appropriate personnel with alerts for changes and approvals. The new workflow saves Lancaster 5 hours per week.

Equipment Usage: Previously, Lancaster employees manually input information on heavy equipment used at each jobsite, including production hours versus idle time and a total number of hours. The process was cumbersome and job costs were difficult to manage. Now, with an integrated approach via eCMS, real-time field data is automatically imported and calculated for fast, accurate and useful information.

General Ledger, AP and Change Orders: The General Ledger manual input and processing is now replaced with an automated input process which is saving another 4/5 hours a month. Accounts Payable - Fuel Import automated import saves them ½ hours a month. Change Orders - Lancaster automated the billing import process saving 2 hours a week. All these automated imports and workflows reduced labor, ultimately costs, improved productivity and efficiency and allowed the company to become more proactive.

Highway and Bridge Construction in the State of New York

eCMS v.4.1 Cloud-Based ERP Software

Solution:

Reporting and Business Intelligence

Shop Management: With eCMS Business Intelligence, Lancaster shop managers have real-time equipment and labor revenue data. They understand the issue, the labor involved, the value of the fix, historical data and costs, depreciation and more. The information is readily available in custom views, reports and dashboards, which can be accompanied by alerts or shared to make smarter decisions.

Trucking Department: Plant sales can now examine revenue data anytime, anywhere. Weekly billing reports ensure all hauling charges are captured and the charges are accurate. Previously, calculations were performed at year end, often when it was too late to act on, versus adjustments that can now be made in any given week.

AP/AR Reporting: eCMS Reporting and Business Intelligence solutions mean that all key reports are now in place, with real-time visibility for every appropriate Lancaster Development team member. Standard financial and government reports have been set up and hundreds of hours have been saved, not to mention the hundreds of thousands of dollars in revenue these two departments have created through streamlined, automated and accurate business processes.

### Imaging / Content Management

Originally, Lancaster Development issued, distributed, received and filed paper invoices. Even if the invoice came in electronically, they printed it out and filed a hard copy. It took 3 people up to 7 hours per week to process all of the company's invoices. Now, with a fully automated AP process, Lancaster scans or attaches all invoices electronically for routing, approval, batch processing, coding, validation and archival. They process 400-500 invoices per week with each invoice averaging 2-3 pages, so the savings is tremendous. W9s for new vendors and subcontractor payments have also been integrated as part of this automated workflow.

Other areas of Lancaster Development's business have been positively impacted by imaging and content management. For example, all checks are scanned into one central system for streamlined journal entry association with general ledger. In addition, equipment photos are archived and attached to equipment. This is a big benefit for rental equipment, because it can be captured conveniently at pickup and return.

Human Resources Self Service

Employees no longer have to contact the HR department to get their W2s or paystubs. Lancaster team members can now go online and download them, as well as request time off or view their PTO balance. All administrative functions are in their self-service app. Even addresses and other personnel information can be updated individually on the fly, saving the company lots of time and effort.

Archival System

Lancaster Development also implemented an eCMS Archival solution to help store reports for convenient auditing. Custom categories were easily set up across all facets of the company, and data tracking and retrieval is systematic and seamless.

Highway Construction in the State of New York
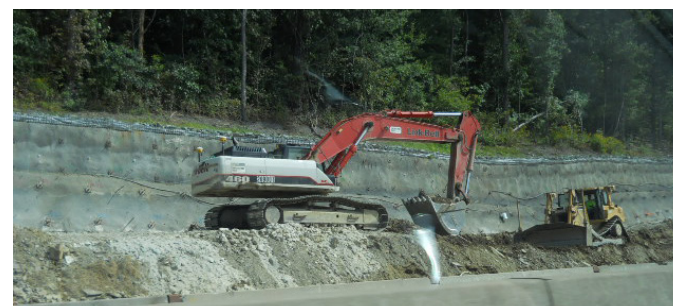
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