

Solution Selection Process Case Study



“After an in-depth selection process, we selected Computer Guidance’s eCMS solution for our business due to the flexibility and reliability of the solution and its ability to support our business needs in a single solution package. Since our decision was made, we have worked closely with the professionals at Computer Guidance and have established a partnership that will support our company for years to come.”

— Mark Smith, Controller, T.N. Ward Company

Company: T.N. Ward Company

Industry: General Contractor

Construction Services: Full service general contractor specializing in educational, healthcare, housing and casino projects ranging in size from \$100K to over \$400M

Corporate Headquarters:

Ardmore, Pennsylvania

Territory / Locations: primarily in the states of Pennsylvania, New Jersey, Delaware, and Maryland

Client Information: Since 1918, T.N. Ward Company has been a leading general contractor focused on a philosophy of teamwork, professionalism, and workmanship. Over last two generations, T.N. Ward Company has grown the business based on these principles and relationships with its clients, subcontractors, architects and the community.

- Founded in 1918
- Annual Revenue \$250M
- #221 ENR Top 400 Contractor in 2010
- 50-350 union employees
- 500 invoices processed monthly
- 100-400+ paychecks processed weekly

Software Applications: eCMS, Account Payable, Accounts Receivable, General Ledger, Payroll, Job Cost, Document Imaging, Workflow, eForms, Project Collaborator, Business Intelligence

Technology Environment: IBM Power7

Challenge: Over the last few years, T.N. Ward Company has evaluated their business processes and strategies, and found that their technology solutions would not support their business needs. One of the biggest challenges that the organization has faced has resulted from the use of separate non-integrated solutions for the management of finances and projects. Specifically, there was a disconnect between the job cost system and the financial management system. Change orders were processed in one system while project forecasts were managed in another. The project management team in the field could not submit change orders or project forecasts directly to the financial management team for timely approval and handling. Due to the disjointed processes and data silos, reporting was difficult and often delayed while data was manually entered and reviewed from one system to another. When taken together, these challenges along with the relevant economic conditions negatively impacted the planned growth and expansion of the business. Upon re-evaluating the company’s strategy, it became clear that a solution was needed to streamline the business processes and provide the needed foundation for the continued health of T.N. Ward Company.

Solution: In order to resolve this situation, T.N. Ward Company established a multi-discipline team to evaluate and select a single solution for financial and project management across the organization. The team consisted of five to six individuals from the company’s Information Technology, Operations and Financial Management departments. The team identified that the right solution for the company would integrate the data from financials with operations into a single data source allowing access from any discipline and location. The field was quickly narrowed down to four solution providers and the evaluation process resulted in the selection of Computer Guidance’s eCMS construction management solution.

Results: Computer Guidance’s eCMS was selected due to the fully integrated nature of the solution which is built on a single database, supporting applications for financial management, job cost, payroll, operations management and reporting. In addition, the flexibility of the solution and the ability to customize as necessary to support T.N. Ward Company’s internal processes and procedures were determining factors. An additional benefit realized from this selection was the flexibility of the Document Imaging and Workflow applications and their ability to attach multiple images and files to a single record. Further, the advanced reporting capabilities of BusinessObjects is able to support multiple regional offices with individual reports for each location as well as consolidated financial reports covering all locations. Finally, Computer Guidance’s customer base and the company’s reputation in the marketplace inspired confidence in the decision.



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