# Case Study

**eCMS Cloud ERP Core Accounting, Document Management, Workflow, and Business Intelligence & Analytics applications**

**aeco**
Austin Engineering Company

## THE COMPANY

Austin Engineering Company, Inc. was founded in 1946 by Paul A. Keller in order to provide professional engineering design services for water, wastewater, and oil and gas infrastructure. Mr. Keller's talents and love of building fostered the growth and guided the evolution of his company to now have become a leading civil general contractor with ownership and management spanning three generations of the Keller family.

## OVERVIEW

**Company Name:** Austin Engineering Company, Inc.
**Headquarters:** Austin, TX
**Industry:** Civil General Contractor
**Construction Services:** Water Distribution and Transmission, Wastewater Collectors, Interceptors, Water Treatment Plants & Pump Stations, Ground Storage Tanks, Water Quality & Detention Ponds, Bridges & Highways, Underground Electric Conduit & Duct Banks, Underground Telecommunication Facilities, Gas Transmission & Distribution Lines
**Territory/Locations:** Texas
**# of Employees:** 185

# SOLUTION

Evaluating Austin Engineering's business processes quickly demonstrated that the firm needed to implement a construction software platform that could automate its business operations workflows, house its integrated project, employee and company data, and manage and distribute the firm's information in real time and on demand.

Austin Engineering implemented eCMS v.4.1 and deployed several additional applications to its core accounting to bring new automation and enhanced fact-based decision-making, as well as standardization and basic innovation to the company.

1. Austin Engineering automated the receipt and processing of all AP invoices, leaving only the final approvals and invoice entry to be done by the Controller and accounting. Documents now get archived electronically with ability to access them anywhere, anytime in the integrated ERP applications for viewing, editing, managing and sharing.
2. The firm integrated HCSS Heavy Job with eCMS to automate the entire cycle of receiving field labor time, job cost coding, approvals, payroll processing and reporting.
3. Austin Engineering put Business Intelligence & Analytics to work with Interactive Data Inquiry (IDI), giving users the ability to create their own views and reports to help manage daily activities. Now, even the Controller can use IDI to run reports and generate mission-critical data for PPE Loan Forgiveness processing amongst other things.
4. eCMS Equipment Accounting has been put in place to manage the firm's entire fleet of equipment and all of its associated data, as well as to run monthly depreciation calculations, repair costs and allocate these variables to the appropriate job costs via a monthly overhead calculation.

# CHALLENGES

With no document imaging solution in place, Austin Engineering was handling all business-critical documents manually on paper. The company would receive an invoice, get it approved, enter it, and file the document in a file cabinet. Then, the firm would cut a check, print it, create a second copy for matching with the invoice and filing, then mail the original check. Austin Engineering kept two years of documentation on site and sent the rest to a storage facility for long-term archiving. The overall process was not only time consuming but, also resulted in unforced errors, duplication of effort, manual tasks and certain delays.

In addition to an antiquated invoicing workflow, labor information was collected manually from the field and entered by hand into eCMS for processing. This caused further delays, additional errors, and generated lots of labor. Reporting was another area of the business that was outdated and mired in manual processes for data entry, formatting and calculations.

As a heavy highway contractor, Austin Engineering requires a fleet of large equipment to handle its array of jobs. The firm currently manages more than 122 pieces of equipment, and the corresponding usage information, as well as repair costs, depreciation and job costing, was collected, managed and reported manually.

# RESULTS

Austin Engineering's implementation of cloud-based eCMS and a range of applications from Computer Guidance Corporation has resulted in a number of workflow enhancements, time-savings automation and value-packed cost reduction. Highlights of their success are included below.

1. Austin Engineering gets requests to review approximately 35 invoice per month and, thanks to Document Imaging, has seen tremendous savings in having immediate and seamless access to job, overhead and equipment expenses. If the firm still had physical checks and invoices in hardcopy file cabinets, it would take hours to pull, copy, distribute and refile the associated paperwork.
2. Conversion of manual check printing, to Document Imaging, mailing, copying and filing has streamlined Austin Engineering's ability to automatically produce, process and manage 400 invoices and 130 AP checks per week electronically.
3. Before integrating HCSS Heavy Job, Austin Engineering's payroll administrator spent 16 hours per week manually keying 160 field employees' time. This task is now completed in its entirety in less than 30 minutes, saving the firm almost $25,000 annually through the elimination of manual entry and reconciliation.
4. Thanks to eCMS Business Intelligence & Analytics and Intelligent Data Inquiry, Austin Engineering saved 2 full days in the completion of its PPP loan forgiveness application and another 2 full days generating the necessary reports and documentation for the same program. The IDI application also allowed the firm to reduce manual quarterly closes and bank reconciliation, generating an estimated savings of $5-6K annually.
5. Four different companies lease equipment to Austin Engineering, and with eCMS Equipment Accounting, all job and inter-company transactions are now recorded and tracked in a seamless manner, while simultaneously eliminating the need to make separate journal entries. The module also processes monthly depreciation without an add-on system, incremental integration or a month-end journal entry like other software does. The ability to track repairs allows Austin Engineering to decide which equipment is still an asset and which should be disposed.
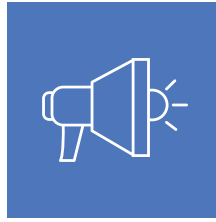
"By embracing digital transformation, we were able to reduce costs and manual processes. Further, we see improved productivity and enhanced efficiencies in all departments that have established a foundation for continued growth."

Kyle Riddle
Controller
Austin Engineering Company, Inc.

## eCMS APPLICATIONS

Accounts Payable, Accounts Receivable, General Ledger, Job Cost, Human Resources, Payroll, Purchasing, Equipment Accounting, Material Requisition, Order Processing, Content Management & Workflow, Business Intelligence & Analytics, Archival, eCMS Connect, and Integration Suite

**Technology Environment:**
Hosted/Cloud