Case Study

eCMS Cloud Construction ERP Interactive Data Inquiry (IDI) Business Intelligence & Analytics Solutions

COLD SPRING CONSTRUCTION CO.
AKRON, N.Y.
INC. 1911

THE COMPANY

Cold Spring Construction is founded as a federal contractor in 1911 by Mr. Forrestel, Cold Spring Construction completes virtually every aspect of heavy highway construction – from heavy earth moving and blacktop paving to concrete paving and bridge work. Today, Cold Spring Construction is still a family-owned business with about 120 employees, all of whom are proud to deliver high-quality work throughout New York State and Pennsylvania. The company has completed many signature projects, finishing ahead of schedule and within budget, including the Rehabilitation of the Buffalo Skyway, the I-390/I-490 Interchange in Rochester, the Route 219 Expressway Extension in Springville, and the I-86/I-99 Interchange in Painted Post.

OVERVIEW

Company Name: Cold Spring Construction
Headquarters: Akron, NY
Industry: Heavy Highway
Construction Services: General and Heavy Highway Construction, Asphalt Paving, Bridge/Heavy Highway, Concrete, Site Work
Territory/Locations: Office in New York, and Construction Services in NY and PA

CHALLENGES

Cold Spring Construction's older version of its existing system was insufficient on its own, so the company had to use its own time, resources and technical expertise to write and distribute reports. Compounding the issue was the fact that only one employee truly knew how to create, export and share reports, which then needed to be modified and manage, creating a messy, complex and slow workflow to say the least.

Although the report writing was done digitally and in real time, the technology did not offer an intuitive interface that allowed employees to review integrated data nor conduct detailed drill-downs or advanced workflows. Sharing and displaying information was nearly impossible, so executive management and daily reports were printed and hand delivered, while field reports were printed, scanned in and emailed out.
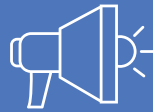
Data becomes obsolete as soon as it is exported and printed, as someone needs to make a change and the report becomes worthless. Training employees to complete their own reports was not only time-consuming, it also opened up visibility to data that should have been confidential and secure.

SOLUTION

eCMS v.4.1 brought many new innovative features to clients like Cold Spring Construction.

eCMS v.4.1 is an enterprise-wide, single-database ERP system that collects, manages and houses both financial and project data. **eCMS v.4.1's Interactive Data Inquiry (IDI) business intelligence and analytics solution** provides the functionality to serve up business critical data elements and make them available in intelligent, user-friendly formats such as dashboards, views and reports, or for sharing within applications, email or Excel exports.

In addition, IDI is a web-based platform where users can access all eCMS applications and business intelligence formats through a highly secure web portal. IDI is built on a Web2 technology platform that makes the creation of BI dashboards, reports and views simple and quick, allowing for drill-downs and access to granular detail or supporting content within eCMS. IDI empowers employees to create the data views they need every day to perform their jobs without the need of IT assistance. Furthermore, it security configuration can be completely customized to meet user and/or departmental needs, ensuring employee only has access to information that is pertinent to them.

"With eCMS v.4.1, our entire team has quick, easy and secure access to business-critical data from any device, anytime and anywhere. The benefits of our new information flow are rippling across the Cold Spring enterprise and you can see instances of enhanced productivity on a daily basis. I personally start out my day launching my iPad while sipping my coffee, and reviewing my real-time eCMS dashboard allowing me to proactively plan out my day and week."

Richard Forrestel, Jr.
Treasurer
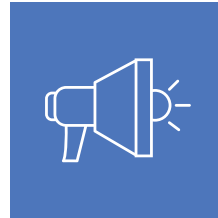Cold Spring Construction

eCMS APPLICATIONS

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

Technology Environment:
Cloud Platform

RESULTS

- Elimination of weekly printed reports – **estimated savings $45,000/year**
- Reallocation of 1 full-time employee head-count to revenue-generating activity – **estimated gain of $100K/year**
- Enterprise-class Business Intelligence & Analytics deliver digital creation, management and distribution of mission-critical information (views, reports, dashboards)
- Elimination of printing, paper and manual processes and workflows
- Accurate and real-time data served up anytime, anywhere on any device
- Data-driven employee empowerment improves productivity, effectiveness and efficiency
- Real-time, configurable dashboards for executives providing high-level snapshots of critical data points and holistic views with the ability of detailed drill-downs into cash flow status and job performance, including YTD A/R Balances, Cash Accounts, Billings, A/P Status, Job Costing, etc.
- HR dashboard displaying employee lists, contact information, workman's comp, unemployment, certifications (types and expiration dates), safety training, benefits, dependents and more
- Payroll dashboards and EEO reporting that provide information on wage rates, overtime, contacts, deductions and more
- Labor expense dashboard with wage rate tiles for projects that estimators use to bid on job
- Union and government reporting enable payment per union scale and management of benefits (as Cold Spring self-performs 85% of its jobs)

"For our IT department, this was more than an ERP upgrade, this was a business continuity plan that would finally give all of our employees a chance to access, manage, share and control information relevant to their job position, rather than have to place a request into IT and wait around every time they were interested in seeing some facts and figures."

John Clancy
Director of IT
Cold Spring Construction