Hosted eCMS ERP

SMC SULLIVAN · MERRIT CONSTRUCTORS

WS WYMAN & SIMPSON INC. GENERAL CONTRACTORS

"For over 14 years, we have relied on Computer Guidance to help us get our projects done on time, on budget, and on point. We use Hosted eCMS every day to run our companies and Hosted eCMS has been nothing but consistently stable and reliable. And with Hosted eCMS, we can be assured that our business-critical data and processes are protected and always available."

— Michele Cushing, Controller, East Coast Construction Management

Company: East Coast Construction Management

Industry: General, Heavy Highway, and Specialty Construction

Construction Services: A heavy highway, civil, specialty and industrial construction services company with three distinctive businesses: East Coast Construction Management, Sullivan & Merrit and Wyman & Simpson. The companies deliver highways, bridges, utility, hydro-electric and waterfront facilities costruction as well as mechanical, HVAC ad electrical construction.

Corporate Headquarters: Westbrook, ME

Territory / Locations: projects in Maine, New Hampshire and the Middle East

Client Information: East Coast Construction Management offers a wide array of construction services

- Founded in 1977
- 300 employees
- 200-300 payroll checks per week
- 2,000 invoices per month

Software Applications: eCMS, Accounts Payable, Accounts Receivable, General Ledger, Purchasing, Equipment Accounting, Job Cost, Human Resources, Payroll, eForms, Business Intelligence and Analytics, and Enterprise Content Management

Technology Environment: Cloud-based, Hosted eCMS

Challenge:

When a fire started in the main office building of East Coast Construction Management, it could have been the beginning of the end. Thankfully, there were no life-threatening injuries, but because the building did not have a sprinkler safety system, the electrical fire practically destroyed everything in its path. The one thing the fire couldn't reach, however, was the heart of East Coast Construction Management's business operations—its information. The firm has been a Computer Guidance Corporation customer since 2001, and were one of the first clients to implement CGC's Hosted eCMS cloud-based ERP solution.

Solution:

Since East Coast Construction Management implemented a hosted, cloud-based ERP system, their supporting technology was untouched and unharmed, conveniently running in a highly secure and reliable data center. Business-critical data and workflows were available regardless of the damage from the fire. In fact, all three of East Coast Construction Management's other locations were able to communicate and operate, leveraging Computer Guidance's ERP applications from the field, home offices or satellite offices.

One of the company's most important assets is its data (historical, current and predictive), and with cloud-based and browser-based solutions, East Coast Construction Management management and employees have the ability to access, process and report the firm's information, anytime and anywhere. For example, even though the fire occurred on Monday, the firm's Controller was able to log in to the ERP remotely from home and process payroll on Tuesday without any interruption to business.

Results:

According to the Federal Emergency Management Agency (FEMA), over 40% of businesses never reopen after a disaster, and for those that do manage to come back, only 29% are still operating two years later. Based on those startling numbers, it would seem that contractors' migration to ERP software — which was already in motion for many firms due to industry-wide pressures following the recent recession — may get its final push from disaster avoidance.

Beyond the convenience of global accessibility and the luxury of maintenance-free software and systems, cloud-based ERP solutions guarantee business continuity. Ongoing access to mission-critical data allows contractors to move forward without interruption. Reliability and operability drive business profit even during times of trouble.

Unlike client-based applications, which require specific PCs, VPN clients, and additional software and set up time, East Coast Construction Management's Hosted eCMS solution allowed workers to literally jump on any computer and get back on track after a quick credential setup. Hosted ERP systems provided a seamless business continuity plan for East Coast Construction Management, as their technology, system and associated data are hosted and backed up in data centers with high-availability solutions themselves. In this manner, firm management and employees can continue to meet project deadlines and demands, and keep client satisfaction high.

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