# Case Study

## eCMS Financial Management, Job Costing, Content Management & Reporting



## THE COMPANY

Currently celebrating its 75th Anniversary as a leader in construction, industrial, heavy highway, and material processing, Ohio-based **Miller Brothers Construction, Inc.**, is a family-owned general contractor. From top management to the jobsite crews, Miller Brothers Construction is known for having expertly trained teams, the highest safety standards, and +1,400 pieces of equipment to deliver superior quality projects on time and on budget.

## OVERVIEW

**Company Name:** Miller Brothers Construction, Inc. (MBC Holdings)
**Headquarters:** Archbold, OH
**Industry:** General Contractor, Heavy Highway
**Construction Services:** Commercial & Institutional, Industrial, Environmental, Public Infrastructure, Energy, Rail, Intermodal & Airport, Manufacturing & Automotive, Material Crushing & Processing
**Territory/Locations:** Two Ohio offices, licensed in 12 states
**Annual Revenues:** $225+ Million
**# of Employees:** 700+

# SOLUTION

**Automated Import and Processing of Equipment Data from HCSS HeavyJob and E360**—From a mobile device, field mechanics can enter repair time and related information into E360 for automatic routing to eCMS ERP Payroll and Equipment Accounting applications. This data import can be done on the fly or pre-scheduled and enables payroll to be processed and job costs (labor, equipment, etc.) to be calculated and posted immediately after field information is received by eCMS. Manual data entry by office personnel has been eliminated along with mistakes and duplicate entries, because accurate information flows in real time. In addition, eCMS automatically calculates and processes per diem rates/amounts per job and mechanic.

**Job Cost Verification and Reporting**—Prior to automating the collection and import of field data to eCMS, office employees used to spend a half-day manually verifying all job costs (material, labor, equipment), calculating equipment utilization, and reporting on job costs and job cost status. Today, Miller Bros. integrated solution automatically processes field job cost information, which is verified by eCMS in less than 30 minutes per week.

**Certified Payroll Processing**—Miller Bros. performs numerous government jobs which can balloon their payroll to 700 employees per week. Most of this payroll is classified as certified and must be reported in a specific format. With eCMS, Miller Bros. created a simple program to run certified payroll reports on a weekly basis after receiving labor information from the field.

**Complex Payroll Processing**—Miller Bros. leverages eCMS ERP technology to standardize and integrate its payroll and employee data and processes. The end result is a streamlined and automated high-volume payroll processing system supporting multi-state, multi-location, heavy union, multiple union and certified payroll processing. All payroll processes and reporting, including recently introduced ACA requirements, are conducted seamlessly by eCMS Payroll and HR applications. Without adding any incremental administrative personnel, the company has consistently and accurately paid its 700+ employees on a weekly basis.

**Content Management**—In the past, the firm relied on a third-party application that lacked real-time data processing. With eCMS, the firm automated its AP Invoice Processing and Approval workflows and now enjoys immediate information exchange. Once the job code is obtained, invoices are processed in fewer steps and shorter times than ever before. No more waiting, Miller Bros. processes are completely synchronized and information lookups are streamlined by pushpins embedded throughout the ERP. Additional licensing and separate application have also been eliminated, all while their processes up to 3,000 invoices per week. Just five years ago, the company was receiving 70% of its invoices as hard copy which had to be converted to digital files. Today, only 30% of invoices need to be scanned to digital, saving time and cost.

# CHALLENGES

Over the past five years, Miller Brothers Construction has experienced tremendous growth resulting in a significant job backlog. In order to better respond to these opportunities, the company increased labor, materials and their fleet of equipment, but more jobs and more resources only required more administration and management to ensure profitability and performance.

With new challenges and new demands, the management team thought it would be appropriate to revisit fundamental processes related to equipment management, payroll, AP processing and more. Collaborating with Computer Guidance Corporation, Miller Brothers Construction reviewed business-critical processes and implemented the following automated and innovative workflows to avoid unnecessary administrative overhead and achieve heightened control.

# RESULTS

- Able to deliver more finished projects without adding costs and unnecessary overhead
- Can scale ERP easily to meet new business demands
- Eliminated time-consuming and labor-intensive processes through automation
- Gained 75% efficiency in payroll processing and reporting
- Achieved 50% efficiency in field job cost information capture, processing and reporting
- Save $9,360 annually via automation of Field Data (HCSS e360 and Heavy Job) into eCMS
- Save $8,190 annually by automating Job Cost Verification and Reporting
- Save $61,245 annually by eliminating conversion of 70% paper invoices
- Save $90,000 annually by not having to hire additional staff to support increased administration

"Computer Guidance Corporation provides the technology, applications and workflows to support our expanding demands for heightened efficiency, greater regulation and, most importantly, world-class delivery on our customers' expectations."

Lori Miller
Controller
Miller Brothers Construction, Inc.

"For years, Miller Bros has relied on eCMS for its financial management, Equipment accounting and job costing and reporting, and the system has never failed to respond to our unique business needs, scale as our business demands or deliver high-volume business transactions accurately and timely. Although eCMS is the nucleus that drives back-end core functions, there are many other software systems and processes that help manage a large enterprise like ours. Our ability to integrate eCMS with the rest of our IT stack including these third-party solutions allows Miller Bros to meet larger business goals."

Ben Polasek
IT Director
Miller Brothers Construction, Inc.

## eCMS APPLICATIONS

Accounts Payable, Accounts Receivable, General Ledger, Job Cost, Human Resources, Payroll, Equipment Accounting, Bill of Materials, Order Processing, Time & Material Billing, Plant Sales, Content Management & Workflow, Business Intelligence & Analytics, eCMS Connect, and Integration Suite

**Technology Environment:**
On-Premise/Private Cloud