

# Case Study

eCMS v.4.2  
Content Management &  
Workflow

GREAT PEOPLE

**WIMCO**

BUILDING SMART

BERTIE HIGH SCHOOL  
HOME OF THE FALCONS



## THE COMPANY

WIMCO Corp, a family business, has completed more than 2,900 projects and built a reputation as an industry leader through its adoption and utilization of advanced technologies to support its commercial building construction of schools, churches, shopping centers, grocery and drug stores, retail shops, high-end, multi-family apartments, university student housing, gas stations, movie theaters, medical facilities, and office buildings.



## OVERVIEW

**Company Name:** WIMCO Corp.

**Headquarters:** Washington, NC

**Industry:** General Contractor

**Construction Services:** Design-Build, Remodel, Construction Management

**Territory/Locations:** North Carolina, South Carolina, Virginia, Maryland, Delaware, Georgia, Tennessee, Alabama, Louisiana, Mississippi, Colorado, Nevada, Kansas, Oklahoma, Pennsylvania, Wisconsin, Kentucky, Iowa, Idaho, and Florida

**Founded in:** 1950

**# of Employees:** 85

**# of Invoices per Month:** 800-1,000



# PRE-eCMS V.4.2

WIMCO's original ECM system forced users to create and assign categories for all A/P documents and POs. Determinations had to be made one at a time regarding scanned images and whether they should be attached and saved as images or as documents.

Then, security configurations had to be determined per category and coding tables had to be manually established before any other steps could be taken. Indexing for coding tables, such as data entry fields, as well as data tables themselves had to be set up from scratch at the beginning or issues could arise during import. With no existing framework or model, users had to create coding tables and corresponding fields, including job numbers and vendor numbers, which were also required to be configured in advance in order to leverage the workflow portion of the application.

The result was 4 unique main workflows across the WIMCO Corp. enterprise, and each had to be set up separately, including their coding tables. The initial implementation took one month and required additional work as WIMCO took on new jobs. Managing hundreds of projects and invoices resulted in over 600 workflows. As such, an invoice was received, scanned, imported, categorized, named, uploaded, saved, associated to a job, displayed, approved, and added into the workflow – a process that would take 3-4 minutes per invoice resulting in 2-3 days of effort each time.

## BACKGROUND

WIMCO's existing document imaging solution was 17 years old and a prime candidate for replacement when the firm sought the advice of Computer Guidance Corporation who recommended a look at its next generation of Content Management and Workflow solutions.

## SOLUTIONS

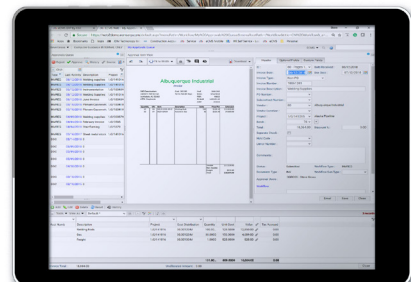
WIMCO upgraded to eCMS v.4.2 and implemented CGC's flagship Content Management and Workflow suite integrated with all eCMS applications, Interactive Data Inquiry (IDI) and more.

eCMS v.4.2 Content Management applications allows WIMCO to scan in paper documents, import data, convert and save existing digital files into a standard format. Thus all project stakeholders have access to the most up-to-date project files anytime and anywhere.

Further, eCMS Content Management & Workflow applications ensure ongoing interconnectivity between the field and office, as they help WIMCO collect, modify, disseminate and store mission-critical documents with easy-to-use, simple tools during daily operations.

With Workflow, WIMCO now has the ability to alter business processes and digital documents on demand so they can be repeatable and meet the regulatory and business demands. Workflow enables the design and execution of business process workflows regardless of business function.

### CONTENT MANAGEMENT



# POST-eCMS V.4.2

Today, the Invoice Register feature provides WIMCO access to all invoices and bills within a single platform that is integrated with all other features and applications. A standard coding table was available out-of-the box, which was then customized to meet the company's unique needs. Admin rights were quickly established and data from the old system was pulled and transferred.

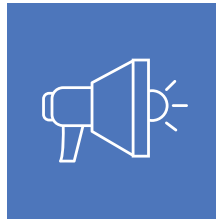
As invoices show up (typically via email) in Invoice Register, all details and data are automatically added to the CM & Workflow Approval Queue. Before this new system, PMs and their assistants had to find details in network folders where A/P invoices were stored, but now all associated documents can be retrieved, viewed and shared within the application.

In addition, IDIs (data views) can be created on the fly within the coding tables, and rows, columns and labels can be added, removed, customized, modified, emailed to subcontractors, copied, attached and viewed. Dashboards are available to show end users what is outstanding, what is waiting for approval, what has been processed and so on.

PMs can view subcontractor billing in IDIs or export to Excel as needed, as well as pull or view data within IDIs as desired. Information can be color coded for streamlined processing, for example, orange – submitted not approved, green – posted and approved, black not workflowed yet or missing change order. The bottom line is improved efficiency, heightened processing capabilities and greater functionality across the enterprise.

WIMCO's implementation gains include:

- ☐ Simplified status review and actions within IDI
- ☐ Invoice approvals via email
- ☐ Users no longer have to setup workflows for new projects
- ☐ Workflows intuitively know how to route invoices to the project based on 'Roles'
- ☐ Easy and innovative job setup and modification
- ☐ Single platform connectivity to all core accounting and business applications.



"For a few years, various unforeseen circumstances caused us to put off a system update because we knew that we could not dedicate the time needed for implementation not to mention the change and disruption we thought would come with it. But finally, our exponential growth afforded us the ability to revisit some of the great new products Computer Guidance had to offer. It was evident that the complexities of our invoice workflows had become a significant drag on our overall productivity. Partnering with CGC, we made a smooth and seamless transition to eCMS v.4.2 and now enjoy significant time savings, tremendous operating efficiencies, and substantially improved cash flow."

Darlene Moore  
EVP/Secretary Treasurer  
WIMCO

## RESULTS

- ☐ Significant cost and time savings
- ☐ Massive productivity gains
- ☐ Improved cash flow
- ☐ Elimination of paper-based documents and manual processes
- ☐ Accelerated processing, quicker collections and faster payments
- ☐ Streamlined auditing process
- ☐ Automated record and correspondence location capabilities
- ☐ Estimated savings of \$8,000 - \$10,000 by NOT having to customize coding tables, categories, and workflows
- ☐ Estimated annual savings of \$20,000 - \$25,000 by automatically capturing/inputting invoices
- ☐ Estimated annual savings of \$15,000 - \$20,000 through faster invoice approvals and subcontractor payments.



### eCMS APPLICATIONS

eCMS, Accounts Payable, Accounts Receivable, General Ledger, Purchasing, Equipment Accounting, Job Cost, Report Archival, Payroll, eForms, Business Intelligence and Analytics, Content Management & Approval, Project Collaborator 2, Purchasing, Time & Material, Human Resources, Human Resources Self Service, eCMS Connect for Comdata and Integration Suite

**Technology Environment:**  
Hosted/Cloud

