



## CASE STUDY

One result was that critical project documents – including transmittals – became diffused around the company in multiple applications. This was a problem because many of these documents had contractual significance. Good project management meant keeping all live documents in one place and in one format. But this became harder and more time-consuming as documents were exchanged in multiple formats, which then had to be retrieved from different stakeholders.

Version control was another challenge – especially for project managers. With documents stored in multiple locations, maintaining a single ‘live’ document became problematic. If an architect updated a plan, they would send it to the project manager. But if the change impacted an electrician, for example, that subcontractor needed to know about it. An ‘update by email’ culture cluttered inboxes and risked subcontractors working from the wrong plans, and errors incurred costs.

What Mainbrace needed was a single, secure and straightforward way to manage all key project documents. Its key requirements were version control, ease of access and governance. Subcontractors needed to feel confident they were working from the latest plans. Project managers needed instant access from mobile devices. And directors wanted assurance that sites complied with safety standards, and that projects were running on time and to budget.

## The Solution

Microsoft Gold Partner, ECLEVA, seeks to use existing technologies to create solutions that do not require new code. This helps to avoid wasting time and money when creating new capabilities. According to CEO, Patrick Northcott, this guiding principle helps to differentiate ECLEVA from other business software-solution providers.

“Our solutions are never over-complex, so they are easy to maintain and upgrade,” says Patrick. “This means our clients don’t waste money creating capabilities they don’t need. Also, we build on customers’ existing technology stack. If employees are using Outlook or Office, then our solution will feel like an evolution: it works the way they do.”

ECLEVA is also a construction-industry expert. “We start from a position of construction-industry expertise, and we take the time to really understand our client’s objectives,” says Patrick. “We begin with workshops, we map client needs, then we create the solution using technology that is already out there, such as Azure, SharePoint and Dynamics.”

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From 2010 to 2018, ECLEVA completed multiple projects that help everyone collaborate more easily. A transmittal-management system gives everyone confidence and proof that the right people receive the right documents at the right time – thus minimising risk. In addition, we built two Microsoft Dynamics add-ons, which monitor subcontractor performance and track on-site operational health and safety (OH&S) compliance.

### 1. A document and transmittal-management system

Mainbrace decided the best way to manage project documents and transmittals was to create a central, live repository. Using cloud technologies – including Dynamics 365 – ECLEVA created an easy-to-use and easy-to-update document-storage system. Authorship metadata is appended to all documents, so they are easy to locate. In addition, ECLEVA built a web portal for secure access by architects and subcontractors.

### 2. A subcontractor performance-management solution

Mainbrace works with scores of subcontractors but had no way of capturing its experience on each contract for future benefit. ECLEVA built a subcontractor-rating tool using an existing Dynamics CRM installation. The performance of each subcontractor is logged against standard metrics and rolled up into an overall rating. This helps Mainbrace project managers select the best-suited and best-performing subcontractors for each new project.

### 3. Operational health and safety (OH&S) monitoring and tracking

Safety is the top priority for Mainbrace, so directors want assurance that OH&S policies are being enforced. ECLEVA again used the Dynamics platform to create a tool to measure on-site compliance against critical OH&S metrics. This provides directors with real-time reporting and ensures the day-to-day prioritisation of safety measures.

The way ECLEVA structures its engagements keeps everyone focused on practical solutions. The account manager defines the business need; a client delivery manager takes ownership of capability delivery; the business analysts do the testing; and the in-house development team builds the technical solution.

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### Result

According to Patrick, productivity is the big winner. Everyone works the same way, and everyone has confidence they are working from the correct drawings. He estimates that on average, workers are saving 15 minutes every day.

“Our document-management solutions provide clarity for everyone – from project managers to subcontractors; from engineers to electricians,” says Patrick. “Workers know where documents are, who’s got ownership of them and who needs to be aware of updates.”

ECLEVA has now worked with Mainbrace for over ten years. During that time, we have identified specific opportunities to help Mainbrace grow, save costs and increase productivity.

“We build on our customers’ existing technology stack and find a solution that works the way they do,” says Patrick. “One project has led to another and that’s what makes us a trusted, long-term IT partner.”

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Learn more about how ECLEVA helps construction companies save costs and operate more efficiently. Contact us at [info@ecleva.com](mailto:info@ecleva.com) or call us on 02 9467 9300.