



B.W. Dexter II, Inc.

When Manual Document Control Systems Reach Their Limit

"Project DocControl has organized, streamlined and documented our management processes. It allows us to generate reports that are consistent and can be tailored to the formatting requirements of each general contractor we work with. Moreover, it's saving us money. We would have to maintain a full time junior engineer to do what the system does for us. We are very pleased with the efficiencies the system allows."

Bruce Dexter,
Chief Operating Officer
B.W. Dexter II, Inc.

The country's 12th largest masonry contractor implements Project DocControl software to organize, streamline and document its project management process while improving employee productivity.

PROJECT SUMMARY

With each of its project managers typically running five or more projects at any given time, masonry contractor B.W. Dexter II, Inc., was facing a dilemma. The company wanted to continue its practice of thoroughly documenting every project. Yet the manual system it had used for years to produce, track and manage project-related documentation was quickly reaching its limit.

The company turned to Project DocControl in 2002, and since then has experienced:

- A more organized and streamlined project management process
- Greatly improved document and reporting consistency
- Substantial cost savings resulting from increased employee productivity



B.W. Dexter II, Inc.

B.W. Dexter II, Inc.

- 12th largest masonry contractor in the U.S. (ENR Magazine)
- 2 offices and multiple project sites
- \$35 million annual revenue
- Full-scale implementation in 2002

THE CHALLENGE

A large masonry contractor specializing in major industrial, commercial and institutional buildings, Dexter had outgrown its manual systems for document management. The company's project managers needed an automated system for managing correspondence, converting price quotes to purchase orders and creating change order requests.

Dexter typically runs 20 jobs simultaneously, with each project manager responsible for up to 5 projects at a time. Furthermore, masonry projects require extensive document exchanges among parties in order to determine the exact number of masonry units required for each job. For instance, to resolve a CMU (concrete masonry unit) scope issue, a project manager may issue five small change order requests to a general contractor and be returned one summary change order. The process is repeated for other masonry components (i.e., brick, cast stone). Effectively managing the high document volume, and maintaining consistency from one project to the next, became more cumbersome as the company grew.

THE SOLUTION

In 2002, Dexter selected Project DocControl and initiated full-scale implementation of the project documentation software for all its projects. Both the project team members and the accounting staff are now using the system. And according to Matt Gentile, Dexter's Chief Operating Officer, the implementation process was smooth and straightforward.

"Following system set-up and initial training, our project managers, for the most part, quickly adapted to this new way of managing documents and producing change order requests because it made their lives easier," said Gentile. "A few of our project managers initially used the document control features, but were hesitant with the change order functions. However, we involved our accounting team to ensure there were no 'holes' on the accounting side. Now, everyone is using the system across the board, and it has made our jobs much more efficient."

THE RESULTS

Project DocControl has proven an extremely effective tool for Dexter's staff in managing a number of large, high-profile projects, including:

- **Connecticut Convention Center – Adriaen's Landing (Hartford, CT)** – 330,000 brick, 146,000 CMU, 6,400 decorative CMU, 236 pieces of cast stone, 265 pieces of Impala granite, 590 pieces of limestone
- **Eastern Connecticut State University Dormitory (Willimantic, CT)** – 1,110 pieces precast, 450,000 CMU, 427,000 Brick
- **Lincoln Middle School (Meriden, CT)** – 283,000 brick, 6,137 cast stone units, 44,050 decorative CMU, 238,612 pieces of cast stone sills and coping.

CONTACT INFORMATION

To learn more about how Project DocControl can help your business succeed, visit us at www.ProjectDocControl.com or call 813.903.9446.