Miron Construction: Building Excellence Through Improved Business Processes

Vertical Market:
Construction

Problem:
Paper-based business process inefficient and costly

Solution:
eCopy ShareScan OP
eCopy Desktop

"Since we implemented eCopy, our employees are doing less paper pushing and spending more time on high-value activity. This has made our business more scalable and reduced the need to hire additional office staff."

Edward A. Ruffolo, IT Director
Miron Construction Co., Inc.

Executive Summary

PROBLEM

- Needed a more efficient way to transfer plans, permits, specification sheets, estimates, and billing information between architects, subcontractors, and regulatory agencies
- Needed to significantly reduce the cost of sending hard copy paper documents via mail and courier service
- Needed to improve accounting processes by digitizing workflow
- Needed to streamline creation of multi-page Operations and Maintenance Manuals

SOLUTION

- Installed eCopy ShareScan OP on all existing digital copiers
- Installed eCopy Desktop on all employee desktop PCs for simple document editing and sharing
- Created a centralized Web-based project management site to make documents easily accessible and reduce the amount of time for approval cycles

BENEFITS

- More efficient workflow for managing numerous documents sent in and out of the company
- Significant cost savings by reducing overnight courier services by 45%
- Improved business communication processes made detailed instensive projects move through the company faster
- Minimal training was required for employees; and they can access the project management site from home, reducing the risk for losing hard copy paper documents or for unauthorized people to view sensitive information

The eCopy Solution

Place documents in feeder

Scan and preview at digital copier

Receive a copy of the document in your "Sent" folder in your company's e-mail system or easily retrieve digital files from your company's document mangement system or Web-based project managment system

Full Details

ABOUT MIRON CONSTRUCTION

Since 1918, Miron Construction has been building excellence throughout the Midwest. Its construction trailers are familiar sights in front of schools, churches, hospitals, offices, municipal buildings, retail developments, and industrial facilities. Its services are designed to meet the unique and diversified needs of its clients and include general construction, design-and-build, and industrial services. Miron also provides special services such as personnel relocation; complete building and grounds maintenance and management services; and renovations, remodeling and restoration. Miron corporate offices are located in Neenah, WI, with branch offices in Wausau and Madison, WI and Cedar Rapids, IA. Miron employs over 1,200 people, more than 1,000 of whom are skilled tradespeople who perform the masonry, concrete, precast concrete erection, and carpentry work involved with its construction projects.

PROBLEM

In the construction industry, there are many types of documents which must be shared with owners, architects, subcontractors, regulatory agencies and other interested parties as a project evolves. These include plans, permits, change orders, specification sheets, subcontractor estimates, and billing information. As its business grew, Miron Construction found the transmission of these documents by mail and courier services becoming increasingly expensive and time consuming and was looking for a better way for project coordinators to rapidly and accurately communicate vital information, making information more accessible, providing the project team with increased project visibility and the ability to generate more accurate cost estimates. At the same time, Miron wanted to migrate accounts payable to a digital workflow to improve its accounting processes.

In addition, with a digital workflow, Miron saw an opportunity to streamline the creation of Operations & Maintenance Manuals (O & M) - comprehensive manuals that provide detailed information on the completed project. This was a labor-intensive, manual process that could often delay final project approval.

SOLUTION

Miron decided to enhance its installed base of 10 copiers with eCopy ShareScan OP and employee desktops with eCopy Desktop to make it easier for them to work with scanned documents. With the eCopy implementation, the firm immediately began to benefit from an improved workflow in several areas of its business:

- All paper-based project documents are now scanned using eCopy and Miron has established a project management Web site that allows Project Coordinators to post project documentation for easier access by internal and external resources.
- Miron receives a large volume of hardcopy mail from its subcontractors. Mail is now scanned and project coordinators use eCopy Desktop to mark up the digital documents as needed, sending the documents back to the subcontractors via e-mail or to the project management Web site.
- The Finance Department has leveraged eCopy to store and track accounts payable information electronically.

THE BENEFIT OF THE eCopy SOLUTION

Miron's new eCopy-enabled digital workflow has made it easier to manage the large number of documents flowing in and out of the company. The establishment of a centralized, Web-based project management site has made critical project documents more accessible and has reduced the amount of time required to review, revise and approve final documentation, which ultimately takes time and cost out of the building project. One major area of costs savings is reflected in a 45% reduction in the use of overnight courier services for projects using eCopy.

Additionally, by converting paper-based subcontractor communications to a digital format, decisions about flooring, colors, lighting, and a myriad of other factors can be made more efficiently.

Ruffolo points out that eCopy's intuitive user interface required minimal training, adding, "We had staff up and running on eCopy within the first week, and we field very few eCopy calls at our IT help desk. As an added benefit, people no longer have to be in the office to work on jobs. They can simply log in to the project Web site to view required information. And we have the added security of eliminating the need for employees to take paper home, greatly decreasing the potential for documents to get lost or for proprietary information to be viewed by unauthorized parties."

Ruffolo also reports that using eCopy has improved the billing paying process. With invoices and all backup materials being scanned and loaded into the company's document management system, Miron has been able to implement business rules to automate the billing process, relying less on individual employee judgment.

And now that documents are captured electronically as projects develop, most of the content for the O & M manual is in a central location ready to be assembled. Ruffolo states, "O & M Manuals are no longer a bottleneck for us. The time it takes to assemble and approve the manual has been cut in half with our new eCopy-enabled digital process, and that means we can finalize projects much faster."

Miron is looking forward to integrating its document management system, IMS-21, with eCopy. Ruffolo says, "This will increase our efficiency even more by allowing us to scan documents directly into the document management system for even more accessibility."

eCopy™

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