



Hand Construction Delivers Data-Rich Reporting and Optimizes Document Management with CMiC's Leading ERP

HAND
CONSTRUCTION

Recognized as one of the largest general contracting firms in the North Louisiana region, Hand Construction has built a strong reputation for its quality workmanship, innovative approach to doing business and unwavering trust in their community over the past four decades.



Based in Shreveport, Louisiana, Hand Construction has expanded its reach across the southern US completing projects throughout the region.

The company's diverse portfolio is proof of its versatility, encompassing commercial, institutional and industrial construction; medical facility and multi-family construction and renovations; and design build projects. This extensive experience has not only fortified their ability to handle a wide range of projects, but also cemented its position as a leader in the construction space.

Hand Construction's commitment to its projects extends well beyond completion. Their approach of continuing support and standing behind their work has nurtured long-term relationships with their customers. This ethos is evident in their impressive track record, with nearly 75% of their business stemming from repeat customers.

Business Challenges Faced: Non-Integrated Systems, Inefficient Job Costing, and Inadequate Data Integration

Despite its impressive track record and industry stature, Hand Construction faced several key business challenges that were increasingly impeding its operational efficiency and growth potential. These challenges stemmed from the evolving landscape of the construction industry and the growing complexity of projects they undertook, including:

- **Fragmented Systems and Processes:** Hand Construction relied on a patchwork of systems, including basic tools like Excel and more specialized software like ComputerEase. However, these systems lacked integration, leading to siloed operations. This fragmentation resulted in significant inefficiencies, with data often having to be entered and re-entered across multiple platforms.
- **Inefficient Job Costing and Accounting Processes:** Their existing job costing and accounting systems were limited in functionality, which necessitated manual processes and resulted in human error.
- **Double or Triple Data Entry:** A major consequence of using non-integrated systems was the redundancy in data entry. This not only increased the workload but also heightened the risk of errors. Processes like invoice processing and subcontractor payments were cumbersome, leading to delays and inefficiencies.



- **Lack of Data-Driven Decision Making:** Hand Construction's previous systems did not provide real-time data or comprehensive reporting capabilities. This limitation hindered their ability to make timely, data-driven decisions, a crucial aspect where variables and conditions change rapidly.

As the company grew, its existing systems struggled to keep up with the increasing scale and complexity of operations. The need for a more robust, integrated system became evident to support their expansion and to manage larger, more complex projects efficiently.



CMiC Adoption: A Game-Changer in Financial and Project Management for Hand Construction

Leaders at Hand Construction conducted extensive market research to identify potential solutions. This included examining various ERP systems such as Sage and Timberline. The final decision to choose CMiC was based on its comprehensive suite of features tailored for the construction industry, its scalability, and its ability to integrate various aspects of Hand Construction's operations into a single platform.

CMiC's ERP is comprised of a vast array of software applications within two product pillars:

- **CMiC Financials:** These applications help construction firms manage accounting, human capital and payroll, inventory, and equipment. Through its cutting-edge, industry-specific functionality with proven workflows, CMiC Accounting delivers total visibility of real-time data in complex environments with shifting cost structures. Key applications in this category are [Accounting](#), [HR and Payroll](#), [Opportunity Management](#) (CRM), and [Equipment Inventory and Management](#).

• **CMiC Project Management:** These applications enable teams to collaborate with project stakeholders, control project changes, manage subcontractor tasks, stay on top of material suppliers, and simplify the bid process. Key applications in this category include [Prequalification & Procurement](#), [Construction Documents](#), [Quality and Safety](#) and [Project Controls](#).

Reflecting on the journey, Adam Hubble, Chief Financial Officer at Hand Construction, LLC, shared his insights: “Coming from multiple different systems, bringing everything together under one umbrella has been a new experience. There were some bumps in the road on our end getting used to it, but it’s been a great experience so far.”



The Implementation Plan: Key CMiC Applications within their Product Roadmap

The strategy to implement CMiC at Hand Construction was meticulously developed to meet both the immediate and future requirements of the company. This approach involved a phased rollout, coupled with detailed technical planning, to ensure a smooth integration of the ERP system into their existing processes. Here is an overview of how the implementation was carried out:

Phase 1: CMiC Financials, Project Controls and Payroll Management

Hand Construction’s implementation journey with CMiC was initiated 2021, with the system going live on September 1st. Phase 1 saw the launch of the following applications:

• **CMiC Financials** to help streamline revenue, cost, and financial management and reporting.

• **Project Controls** to help ensure that all project changes are tracked accurately, to optimize vendor application management, and to facilitate the efficient handling of all bid-related data and communications.

• **Payroll Management** to streamline payroll processes and facilitate compliance reporting.



Phase 2: Project Management, Imaging and Workflow

Building on the success of the first phase, the second phase, which launched in 2022, saw the launch of the following applications and modules:

• **Project Management** to optimize subcontractor task and material supplier management, enhance document control as well as heighten collaboration and communications.

• **Imaging and Workflow** to organize all images and make them accessible for future use as well as create sophisticated and flexible workflows.

Phase 3: Opportunity Management and Equipment and Inventory Management

This phase, planned for implementation for 2024, will focus on incorporating the following applications:

- **Opportunity Management** to facilitate project forecasting, visualize of deal pipelines and help them effectively manage their sales funnel.
- **Equipment and Inventory Management** to help manage physical assets, automate material acquisition and ordering processes, and optimize costs.

In terms of the software deployment model, they selected the SaaS offering, which aligns with their technology infrastructure.



Key Wins: Achieving Seamless Integration and Operational Efficiency

The implementation of CMiC's ERP yielded significant benefits and improvements across various facets of their operations:

- 1. Enhanced Integration and Efficiency:** The unified platform eliminated the need for multiple, disconnected systems, streamlining processes across financials, project management, and payroll.
- 2. Improved Project Delivery:** The Project Management suite empowered project managers with tools for effective collaboration, subcontractor management, and document control.
- 3. Enhanced Data-Driven Decision Making:** CMiC Analytics provided access to real-time data and reporting tools, which helped managers and decision makers respond swiftly to project changes.
- 4. Improved Document Management and Accessibility:** Digital document management led to faster retrieval, processing, and the application of information.

Highlighting the everyday efficiencies gained, Thomas York, Bookkeeping & CMiC Coordinator at Hand Construction, commented,

“with CMiC's Job Billing we have cut down the time it takes to do our monthly draws. It is much more accurate and efficient now.”

He adds: “The CMiC CONSTRUCT app has been a favorite of our superintendents. It has allowed them to cut down the need to come into the main office to retrieve or drop off paperwork”.

“Imaging under Enterprise Content Management has been a game changer for us. Sales tax audits or other audits take half the time now because we have every invoice or RFP at our fingertips. On top of that, our project managers can now pull up an invoice or retrieve and download an image – accessibility is no longer a challenge.”

He states:

“ The DocuSign integration that CMiC offers has made our change order process and subcontract negotiation process much more efficient. No longer do we have to mail or email important documents then wait days for executed copies to come back. ”

Strategic Growth and Technological Integration: The Road Ahead for Hand Construction

Hand Construction’s outlook is focused on leveraging the power of CMiC’s ERP system to drive continuous improvement and expansion. The company is set on a path of strategic growth, empowered by data-driven insights, technological advancements, and a commitment to sustainability and customer satisfaction. These initiatives are designed to further secure Hand Construction’s position as a leader in the construction industry and ensure its success for years to come.

For more information on CMiC’s next generation construction ERP, please click [here](#).



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