

Aiken Group

Engineering / maintenance provider increases productivity by 300%, revenue by 40%

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THE CHALLENGE

The Aiken Group was spending significant capital developing internal project management methods that did not deliver strategic functionality. They needed to efficiently increase the quality of estimation, project tracking, and customer reporting.



Because many processes relied on Excel spreadsheets and project actuals were not being updated with real field data, estimating teams did not have a centralized and updated historical database to reference. Estimators often worked overtime just to keep up with the number of bids being submitted.

Project tracking and controls relied on timesheet collection that required repetitive data entry into multiple spreadsheets and systems. Lack of integrated systems slowed new project mobilization and ramp-up to execution.

Actual cost and productivity data was not being compared to final customer estimates, nor was the data used to update a central database for use in future estimates.

THE SOLUTION

Since deploying HD PCM, Aiken has expanded its estimating capacity and progress measurement capabilities to yield an increase in revenues, productivity, and greater project gross margins. Aiken has significantly reduced time and labor needed to enter timesheet and man-hour productivity information.

After building a NORMs database full of hundreds of Excel spreadsheets, industry libraries, and ongoing actual product data, **the Aiken team has tripled the amount of work they can bid**, effectively increasing bidding accuracy and improved per-project gross margins.

HD PCM is now a vital part of Aiken's standard business practices and is used across many departments. “HD PCM gave us the ability to replace spreadsheets, while streamlining our collection and capture of historical data,” Gareth James, Aiken Group IT Manager, said.

Aiken engineers can easily create budgets and proposals for all projects, and HD PCM has virtually eliminated errors previously made with spreadsheets.

“Our bids using spreadsheets were 10%-20% less accurate than those done in HD PCM,” James stated. Before using HD PCM, one admin would spend a whole day entering 30 timesheets. Today, one admin can enter 200 timesheets in just a few hours, providing a drastic increase in admin productivity and reduction in overhead expenses.

James took full advantage of HD PCM collaborative features to eliminate redundant data entry and simplify processes. Utilizing HD PCM's flexible API, James incorporated Microsoft SharePoint to build a powerful workflow and data integration that allowed seamless flow between design, ERP, and reporting.

James revolutionized Aiken's business processes by enabling easy access to information. Everything from job materials to purchase orders is now fully integrated

under HD PCM. James has also built dynamic collaboration between AutoCad and HD PCM cost models to create standardized templates and drawings used by a variety of departments.

Using HD PCM, SQL Server, and SharePoint, James fully integrated ERP, estimating, project performance, and timekeeping into the payroll system of Microsoft Access, creating a single-entry IT ecosystem that delivers advanced analytics and reporting. This integration has steadily improved workflow because most changes in SharePoint are done in real-time. All project events are centralized within HD PCM and a web-based reporting portal.

Aiken created a standardized way of reporting across multiple departments, projects, and geographies. With convenient collaboration, team members can perform their job functions and control separate tasks at the same time—developing a more productive process. Customers and executive management have access to real-time data. As a result, overall customer satisfaction, reporting accuracy, and timeliness have dramatically improved.

Aiken has seen more than a 300% increase in total project productivity and a 40% increase in revenues. James explained, “HD PCM is absolutely amazing! I don't know of any other product in the UK that can even compare.”