Who we are

• Client-side project managers in construction and property development, founded in 2001.

• Engaged in a consulting / advisory role to represent our clients and manage architects, engineers, and building contractors on their behalf - from ‘concept’ to completion of construction.

• We provide value through strategy and leadership and aim to manage / deliver on expectations regarding project scope, cost and time.
Professional Services

- Project / Development Management and Town Planning
- Due diligence & property search for acquisition
- Financial feasibility modelling for development
- Oversee Development Applications, other approvals
- Project tendering / procurement activities
- Contract administration & superintendent of building contracts
Our Clients & Projects

• Education (K-12 schools)
• Health
• Retirement Living & Aged Care

Projects often bespoke / complex.
Construction values $100K - $200M
Wenona School
Project Archimedes
STEM Centre & Sporting Facility
The Problem

Information management

- Storing / sending project documents and correspondence
- Supplier databases use for tendering and to track costs/fees
- Contract management with suppliers particularly builders (RFI’s, variation and extension of time claims)
The Problem

Around 2010 we had multiple systems that were not integrated:

• Web based system to store and transmit documents.
• Separate project cost management application (quotes and cost records etc. not associated with document system)
• Separate spreadsheets as registers for tasks related to building contracts (RFI’s, variations, shop drawing approvals)

Inefficiency, plus lack of consistency across different projects, with different personnel.
• Build our own single, integrated system InfoPoint customised for EPM, but with intent of being viable software product in its own right.

• Intended to store/manage all our project information as well as internal / business information.

• Decision made following review of off-the-shelf alternatives.

• Intended to not be collaborative to avoid need to train external parties / users. Externals only receive information.
Implementation

• Two EPM directors formed separate company (SS) who will build InfoPoint and own IP. EPM will be its first customer.
• SS engage software developer who mapped out the process (timeframe, steps, costs)
• Briefing of software developer by SS and EPM project management staff.
• Ultimately rolled out in 3 separate modules over 1-2 years
Outcomes

- In use since 2012
- 800 projects
- 10,000 users registered across 1,700 companies in database
- Success!
- V2.0 in development
Innovation

• Venturing outside our core business, and our comfort zone.
• High level of control by project manager over document metadata
• Ability to report on project cost by stage or by phase. Better tools to track and report on risk of project cost
• Notices to builders under contracts generated automatically using project cost database
Lessons Learned

• The 90 90 rule: “The first 90 percent of the code accounts for the first 90 percent of the development time. The remaining 10 percent of the code accounts for the other 90 percent of the development time”

• Difficult for software developers to understand EPM’s business and the purpose of the tools we need. ‘Wireframe’ approach ultimately worked best.

• Training material and documentation for end user – easy to underestimate this task.
Lessons Learned

• Exhausted relationship with software developer. V2.0 now being developed in-house with employees.

• Some components had scalability problems with increased data. V2.0 focus on database design and moving processing from cloud to device.

• Document management systems on projects: tension through other project stakeholders having their own document management systems which don’t ‘talk to each other’. Everyone wants control.