



## Constructware® Professional Services

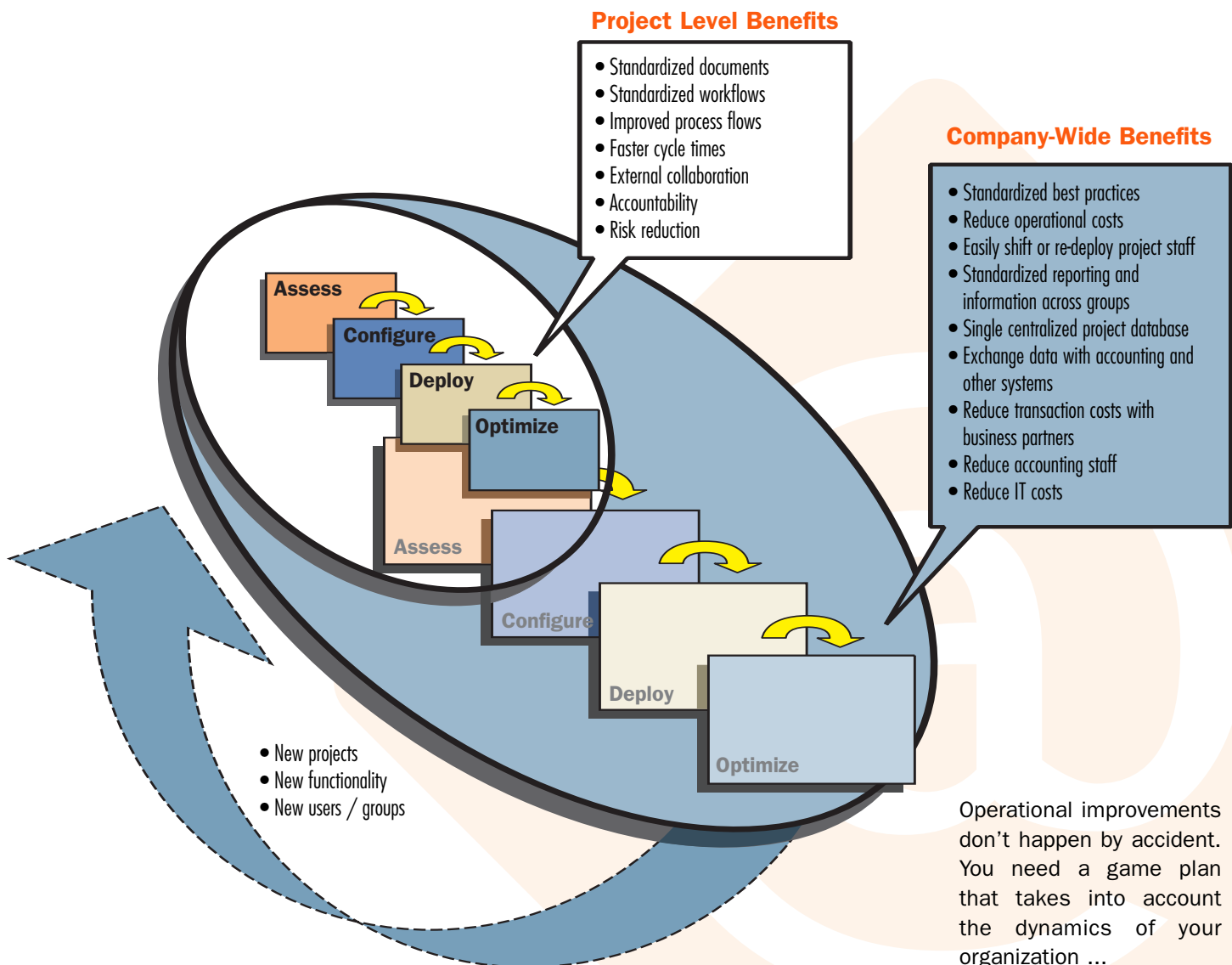
Results Driven Implementation and Training

### Improving Operational Performance... How fast do you want to go?

Implementing Constructware is not about technology – it's about implementing process and productivity improvements, and preparing your organization for them. Constructware's Solutions Group will help develop a custom implementation and training plan based on your appetite for improvement at a sustainable pace with the resources you have available.

### The Productivity Improvement Lifecycle...

Your organization will experience cycles of productivity improvement as you roll out Constructware. Success at the project level prepares the organization for larger productivity improvements....

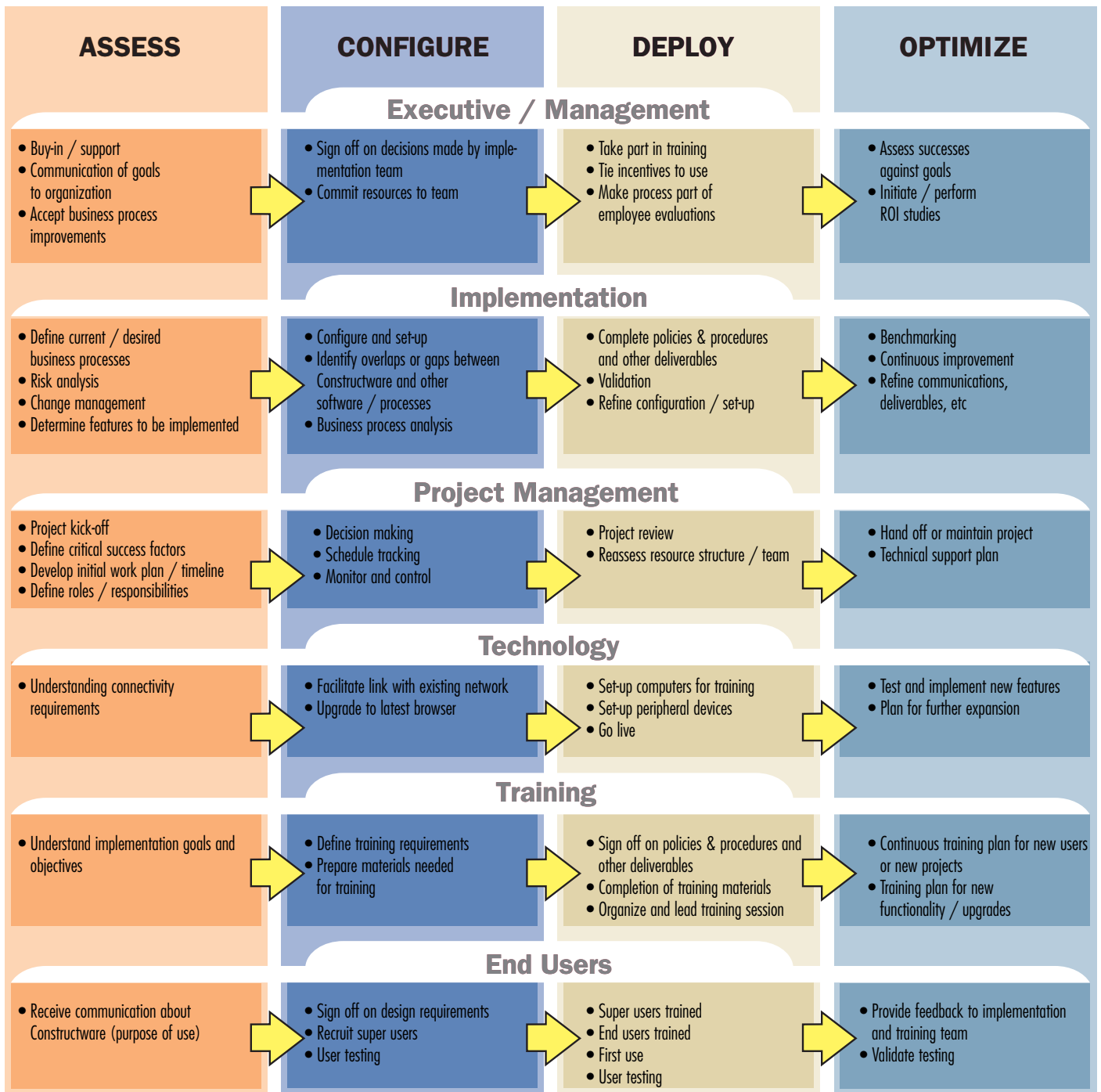


# Begin With the End in Mind – Improving Operational Performance

In today's fast-paced construction environment the assumption is that no one has time for training and people should learn as they go. Taking time to actually plan an implementation is often seen as a luxury. This is a recipe for failure.

After implementing Constructware for hundreds of organizations, we have found that implementation success is directly related to **1** the degree of advance planning involved and **2** the level of commitment and support shown by management. In other words, if you want to achieve breakthrough operational efficiencies you have to plan for it and be committed to it from the beginning.

## The Implementation Road Map



**Constructware's implementation approach is based on proven means and methods.**

# Roles and Responsibilities

Your operations managers MUST lead the charge. Implementation cannot be delegated to your IT department or to a team that lacks the support of management. Senior managers should plan on getting together to ① identify key improvements that can be achieved over time using Constructware and ② plan a phased rollout of the improvements based on the organization's ability to handle the change. Deployment may start with one project, but the real benefits accrue when divisions or regional offices (along with their suppliers and business partners) are re-organized around the improved business processes identified by management during the planning phase. You should plan for this outcome from the start.

**Executive / Management** reviews and green-lights the business process changes recommended during the design phase. Their role then shifts to creating a climate for success by communicating goals, creating buy-in and rewarding successes.

**Implementation** is the focal point for the business process review and for decisions on which Constructware features to implement, phasing of deployment and continuous improvement initiatives.

**Project Management** is responsible for enforcing timelines and project plans. This group needs to have a firm grasp of the business objectives and then act as expeditors and resource-providers so that tasks, goals and milestones are met.

**Technology.** Since Constructware is a hosted solution, few IT resources will be needed. However, the technology team still plays an important role in assessing connectivity, network, firewall and security requirements.

**Training** is critical in communicating the operational goals to end users and developing a training program that is specific to your organization. This is not the place to skimp - the more training resources you have the more quickly you reap performance improvements. Dollars invested here provide substantial return on investment (ROI).

**End Users.** While actual training takes place in the deployment phase, it is important to identify key end users and keep them involved throughout planning and deployment. These super users can then train and mentor other users on new projects.

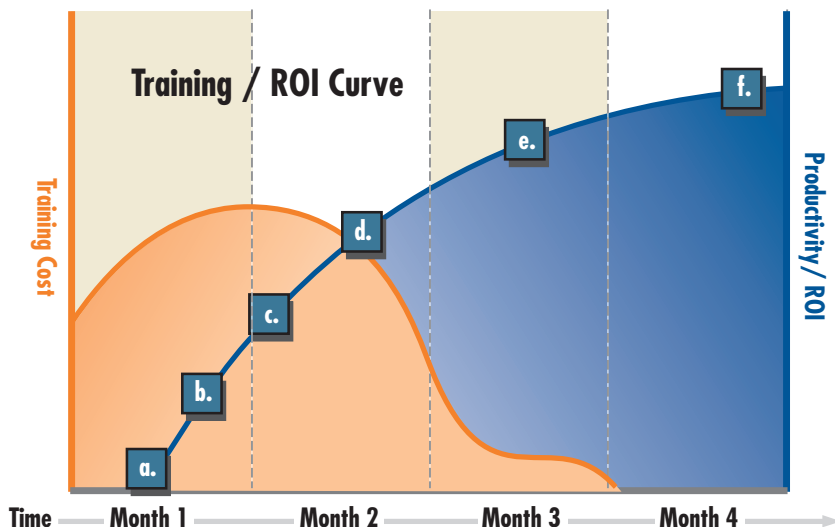
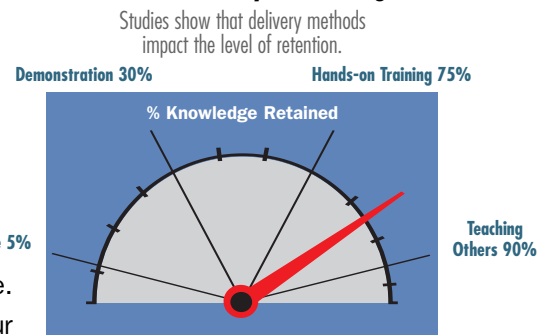
## Training – The KEY to Achieving ROI

Deploying Constructware without a structured training program is like buying a sports car and pushing it down the road with your hands. Think of training as the accelerator that determines how fast you'll achieve your performance and ROI goals. How fast do you want to go?

### Our Goal – Quick ramp-up leading to Performance ROI

Our goal is to make your team self-sufficient as quickly as possible. Your Constructware instructor will craft a specific course of study based on your requirements, then lead the training sessions at your location or at Constructware's training facility. The training consists of intensive, hands-on exercises that directly align with the goals of the implementation plan.

### How fast would you like to go?



- Develop training plan based on implementation plan
- Constructware trainer develops a case study-based course outline and associated materials
- Conduct training courses bridging trainees to new best practices. Utilize hands-on group exercises relevant to actual project
- Develop super users through intensive training (e.g. "Train the Trainer", Constructware Academy)
- Revisit team and reinforce utilization with low-cost training tools (e.g. WebEx™ sessions)
- Self-sufficiency – end of Constructware trainer involvement

## Services and Offerings

Constructware offers a variety of services to assist in your training and implementation efforts, whether you are starting with a project or implementing Constructware company-wide.

PRIVATE

<b>Implementation - Business Process Consulting</b>	This series of structured meetings results in a complete roll-out plan for your project or company. The plan addresses critical success factors including workflow analysis, team structure and change management.
<b>Private Training</b>	These customized, private training programs address team needs on a per-project or company-wide basis. A Constructware professional comes to the location of your choice to deliver the training program.
<b>Online Training</b>	This Just-in-Time training is offered via WebEx™ (an online meeting service) and a trainer led conference call. The sessions are most effective for “follow up” after introductory training or to get users up to speed on new functionality or specific features.

## Constructware Academy

Includes all "public" courses offered at our training facility in Atlanta, GA

PUBLIC

<b>Train the Trainer</b>	This advanced course trains your employee to become a champion user or Supervisor. They can then train others on product functionality and act as “in-house support” for your users.
<b>Train the PM</b>	This introductory course covers all relevant modules needed by a Project Manager, Project Engineer or Project Administrator to fully utilize Constructware’s basic document management functionality.
<b>Train the Cost Manager</b>	This series includes introductory and advanced courses. The introductory course is for the basics of the Cost Management toolset, while the advanced course emphasizes strategic set-up and ledger design for individual projects or company-wide job costing.
<b>Continuing Education WebEx Seminars</b>	These free seminars help users drill down into Constructware's features and stay current with new or upcoming enhancements. The one-hour sessions are delivered online weekly via WebEx and conference call.
<b>Online Feedback</b>	Online feedback allows real-time trouble shooting and support within the application. A support specialist is notified by internal email as soon as a feedback is entered, including the context, the module, and the problem, so users receive quick resolution and followup.
<b>Technical Support</b>	Constructware’s free phone help desk is quick and responsive. It provides users with support as needed to augment the online feedback system.

## About Constructware

Constructware provides an integrated, centralized technology solution for managing the business processes and workflows of the construction lifecycle.

- Multi-Project Program Control and Resource Management
- Collaborative Workflow Processes and Accountability
- Planning & Design
- Preconstruction
- Construction Project Controls and Cost Management

From design and preconstruction through project closeout, Constructware’s online project management capabilities increase productivity, improve risk management and reduce costs.

Constructware - Improving the construction lifecycle through technology innovation

[WWW.CONSTRUCTWARE.COM](http://WWW.CONSTRUCTWARE.COM)

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**Constructw@re**

Communication. Collaboration. Control.