SmartPM®

CASE STUDY
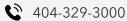
Garver Leverages SmartPM
Schedule Analytics to Increase
Efficiency Across Projects

"We have completely changed our process. I'm spending
less than half of my time on schedules and reviews."

- Chris Taylor Construction Scheduling Lead | Garver, LLC

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GARVER

CHALLENGE

The Department of Transportation, or known as the DOT, construction has its own unique set of challenges that can vary by state. One of the biggest challenges across the board, is time. In the DOT world, the #1 cause of delays are change orders. Many of these projects span over five years and determining if a change order, from a year ago, caused the delay is a very time-consuming process.

According to Chris, he's had **"contractors go back and change actual dates in the schedule calendars from five or six updates prior just to make an impact look worse than it was."** This is a common occurrence in construction, and often takes weeks and weeks pouring over spreadsheets, running macros, printing calendars, and comparing them at each update cycle, just to make sense of the information. Despite his painstaking, time-consuming efforts, there was always data that couldn't be accessed at all. The delay in providing concrete evidence to contractors–proving causation–often leads to arguments and claims.

With more and more projects on the horizon, Chris began looking for alternatives to the manual process of analyzing schedules and changes.

SOLUTION

Chris first heard about SmartPM when he joined Garver. A couple of schedulers were using it to analyze time impacts (TIA), so Chris decided to check it out for himself. He missed the initial onboarding but found that he was able to navigate through the software relatively easily. He was also impressed that all of the data he was missing was right there. In fact, the analytics that normally took him months to calculate were instantly calculated with every schedule update. SmartPM mathematically calculates metrics from schedule data to ensure all the results are unbiased.

Based on these initial results, Chris realized that SmartPM was being underutilized and reached out to SmartPM's customer success team. He began meeting with them regularly to ask questions and learn more about the product while gaining more insight into the very foundation of the Critical Path Method (CPM), from which all scheduling software programs are derived.

RESULTS

Chris changed Garver's schedule management process due to the immediate results and time savings from using SmartPM. Previously, one scheduler was able to manage 3-4 projects, and now they're managing 7-8 projects at a time.

Proving a change order caused delays is always a struggle... until SmartPM. Armed with the critical insights SmartPM now provides Garver, they were able to show clients the huge impact their change management process was having on delays: it was taking their clients months to negotiate change orders! SmartPM's delay analysis was able to show the impacts to their projects through visual data and graphs. From that point on, there were no more arguments–Garver's change order process became faster and more efficient.

Garver understands that the metrics and analyses generated through SmartPM provide value to all parties involved in their projects. According to Chris, most stakeholders don't have access to Microsoft Project or P6, and SmartPM allows everyone to see the data in one place. Being able to see important project metrics on the Dashboard generates meaningful conversations between stakeholder because SmartPM translates schedule data so it makes sense to everyone, not just the schedulers.

SmartPM has made such an impact at Garver that they now consider it to be their competitive advantage. Chris recalls a phone call from his boss, Mark Schwartz, Program Controls Manager, after a presentation to a potential client. Mark was asked what set Garver apart from their competitors, his answer was **"SmartPM."**

**200%
Increase**
in dept productivity

" Being able to efficiently manage projects without adding to our overhead has definitley increased our ROI.**"**

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