LEADING U.S. ENGINEERING & CONSTRUCTION FIRM

Digital transformation drives workforce enablement
Our client is a leader in **engineering and construction**, providing virtual construction management, preconstruction solutions, design, sustainability management and general construction services. With a portfolio of more than **1,100 projects** valued at over **$12 billion**, our client serves companies in a wide range of industries in the private and government sectors.
Our Digital Transformation Assessment revealed **significant gaps in the digital management platform** utilized for field reporting on project progress and other key activities taking place throughout the project lifecycle. Among others, our assessment revealed:

<table>
<thead>
<tr>
<th>Lack of scalability, interoperability and agility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of effective reporting and data capture at the construction sites</td>
</tr>
<tr>
<td>Above average maintenance costs, with high likelihood to further rise</td>
</tr>
<tr>
<td>Inability to manage and monitor progress at real-time for constructions sites at multiple locations through web and mobile</td>
</tr>
<tr>
<td>Obsolete application architecture and interface</td>
</tr>
<tr>
<td>Above average total cost of ownership</td>
</tr>
</tbody>
</table>
THE SOLUTIONS

Key features of our solution include:

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>A responsive web and mobile interface allowing access to the system anytime anywhere and enabling real-time tracking and monitoring of all construction sites</td>
<td></td>
</tr>
<tr>
<td>Reporting system for all contractors where they would report with live photographs of the site</td>
<td></td>
</tr>
<tr>
<td>Dynamic location specific dashboards to showcase key information</td>
<td></td>
</tr>
<tr>
<td>A rich and intuitive user interface eliminating training or learning curve hassles</td>
<td></td>
</tr>
<tr>
<td>Easy publishing of reports through Mobile and other web applications</td>
<td></td>
</tr>
<tr>
<td>A central digital repository for all logs for further in-depth analysis of reports</td>
<td></td>
</tr>
</tbody>
</table>
Enabled **Customer Journey Stages**

- **Attract**
- **Engage**
- **Sell**
- **Serve**
- **Retain**
- **Grow**

Enabled **Digital Capabilities**

- Multi-channel Interaction Management
- E-Commerce
- Customer Identity Management
- Document Management & Editing
- Customer Profile Management
- Marketing & Campaign Management
- Case Management
- Order Management
- Service Management
- Loyalty/Rewards Management
- Lead and Opportunity Management
- Customer Relationship Management
- Digital Content Management
- Workforce Management
- Marketing Automation
- Social Engagement Management
- Performance and Incentive Management
- Product Information Management
- Compliance Management
- Online Communities and P2P Virtual Collaboration
- Data Management
- Analytics and Reporting
- Customer Feedback Management
- Enterprise Resource Planning
- Multi-channel Access (online, mobile)
Compunnel Digital digitalized key components of the ordering workflow (including self-serve capabilities), enabling our client to process significantly higher volume of orders while minimizing operational costs and errors.

**Auto-generation** of user-specific reports in real-time enabled more meaningful analysis and better decision-making of project status by key stakeholders.

**Improved** employee accountability due to dynamic and detailed employee timesheets and execution reports available to management to obtain a clear view of deployed employees at each construction site.

Projects are **easily tracked** and issues are troubleshot in a timely manner, reducing the risk of expensive adjustments down the road.

Operational efficiency increased by **20-25%** due to:

- Field personnel do not have to leave the site in order to update progress reports, reducing operating expenses.
- Significant reduction in Total Cost of Ownership (TCO) due to lower maintenance and support costs, and no training requirements.
- Application was built to easily scale.
For more than 25 years, Compunnel Digital has made it simple for companies to navigate complex digital worlds. We optimize your digital customer experience, unlock the potential within your organization, and strategically leverage technology to accelerate the pace of your digital transformation, and measurably deliver on your business goals.