

# Australian Contractor Finds Efficiencies, Improved Workflow and Superior Support with Vista™ by Viewpoint



Getting everyone on the same page when it comes to project data, P.O.'s and other paperwork is a struggle nearly every contractor faces at some point. As a leading civil and pipeline infrastructure contractor, Australia's Rob Carr Pty Ltd was experiencing this problem and was looking for a way to move beyond

spreadsheets and loose paper to a more logical workflow. Explaining the process and the experience so far, IT Manager, Ken Morley took some time to explain why Rob Carr chose Vista™ by Viewpoint.

## The problem

Rob Carr was stuck in a familiar situation where each department was looking at different papers and spreadsheets so the same information wasn't making its way around to all the business areas. Morley explained, "We were using paper and spreadsheets and relying on faxing, scanning and emailing to share information." "Plus keeping track of P.O.'s and managing the overall P.O. review process was a nightmare." Managing employee data was also challenging for Rob Carr as the company continued to grow and expand into more locations. "We needed to find a way to better manage reviews, tickets, skills, driver's licences in our HR group, so any software solution we decided on would have to be effective in this department as well." The search to find the right software solution was handled diligently as many large players in the industry were ruled out for not being the right fit or not having the right features. After reviewing Sage Timberline, SAP and others, Vista™ by Viewpoint was determined to be the right solution for Rob Carr.

## The results

Ken Morley was able to manage the implementation of Vista consultants in a reasonably fast timeframe. In fact, he found that getting the existing data into Vista was simple with the provided back-end templates. With the software up and running, Morley commented, "The biggest benefit is that everyone is working in the same system. All the P.O.s go through Vista now so we won't pay an invoice unless it has been put into the system. Additionally, the review process (workflow) is resolved and is working much better across the organisation- this has improved a process that was very cumbersome." This all adds up to time savings and improvements in efficiency for Rob Carr. "We are saving a fair amount of time going to an electronic system from a paper-based one. The tracking with Vista is so valuable."

## CUSTOMER OVERVIEW

**Contractor:**  
General Construction

**Headquarters:**  
Queensland and Perth Australia



Queensland Office  
74-76 Union Circuit  
Yatala, QLD 4207  
1300 883 602

Perth Office  
5 Bellows Street  
Welshpool, WA 6106  
08 9358 2422

When it comes to improvements in HR and other departments, Morley has been equally pleased with the results. "Everything we do in HR now is done in Vista. All reviews, tickets, skills and driver's licence information are up to date and available." Morley continued, "With the job cost module, we get much more timely results than we did previously and Vista's equipment management allows us to load all the equipment info into the system when we start a new job and keep track of the use and maintenance much better than before."



### An added bonus

Wisely, Morley had some concerns about how support would be handled with Viewpoint — particularly without a call centre located in Australia at this time. Fortunately, he has been very pleased with the results he has seen from the Viewpoint support team since implementing Vista. Morley described with enthusiasm, "It's been great. I've never had an issue with the support I have received. I get a response within 24 hours — sometimes right away in fact, at certain times of the day. Support has been handled with exceptional results."

### The future

Rob Carr has been very pleased with their experience with Viewpoint Construction Software so far and looks forward to what the future brings. "I'm currently looking to integrate our estimating software with Vista." He concluded, "One thing I like is that with Viewpoint, there's definitely a roadmap and improvements are made regularly. Viewpoint continues to put money into development and product enhancement."

"It's been great. I've never had an issue with the support I have received. I get a response within 24 hours — sometimes right away in fact, at certain times of the day. Support has been handled with exceptional results."

- Ken Morely,  
IT Manager