

“We have realized tremendous ROI in managing projects with the BST Global solution.”

SCOTT MCKINNEY
VICE PRESIDENT OF OPERATIONS
GES

GROUNDWATER & ENVIRONMENTAL SERVICES



Industry:
Environmental, Consulting

Geography:
Headquartered in Neptune,
New Jersey

35 offices operating in the
continental US, Caribbean,
Central and South America

Employees:
725

Challenge

Groundwater & Environmental Services (GES) manages approximately 800 individual projects a month for a large oil company, with each project averaging 3-4 changes to the project budget and work breakdown structure per billing cycle.

This client requires GES to use their proprietary project tracking system to submit and manage proposals, change orders, and invoicing. At the same time, GES needs to enter the same data into BST Enterprise as a distinct system of record for project tracking, billing, and financial management.

As manual, resource-intensive process this was impacting GES operations through:

- High resource cost and misuse of staff
- Significant data input errors
- Delayed project setup and change orders
- Delayed invoices
- Missed project deliverables

GES wanted to automate the business process and integrate the project tracking system with BST Enterprise in order to reduce man hours, minimize the need to hire and train

additional resources, reduce backlog, remove duplication of effort, and reduce errors associated with duplicate, manual entry.

Solution

GES had an established process for downloading project tracking system data into Microsoft Access so that it could be reviewed by quality assurance / quality control and made available for operational reporting.

To fully leverage and enhance the existing process, BST Global implemented a Project Synchronization service using the BST Freedom Exchange, Freedom Framework SDK, and web services to orchestrate the import of new projects and project changes from the existing Access database into BST Enterprise.

Project imports can be scheduled to run on a specific or reoccurring basis or on demand by end users.

Automatic updates to BST Enterprise include the set up and maintenance of phases and tasks, authorization of organizations,



allocation of revenue budgets and fees, and itemization of change orders.

Results

Integrating BST Enterprise and the project tracking system has successfully streamlined and optimized the business-to-business process between GES and their client.

On average the system automatically processes about 1,200 projects and project changes per week in less than an hour and has delivered the following recognized improvements:

- Timeliness of project initiation and change orders improved by 7 to 10 business days
- Labor effort was reduced by 120 hours per week and enabled GES to redirect resources to more productive chargeable tasks
- Planning and scheduling of work has become more predictable due to automation of the process
- Deliverable tracking and operational visibility has been improved
- Duplicate data entry and keypunch errors have been eliminated entirely

ABOUT GES

Groundwater & Environmental Services, Inc. (GES) is a full-service environmental consulting and contracting firm specializing in soil and groundwater contaminant assessment, remediation, operation and maintenance, and construction management serving the continental US, Caribbean, Central and South America.



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