

EQUINIX CUSTOMER SUCCESS STORY

BENCHMARK BUILDERS

EQUINIX PROFESSIONAL SERVICES FOR CLOUD (EPS CLOUD)

A construction company improves productivity with a cloud-based line of business applications designed, built and implemented by EPS Cloud.



Customer Profile

History

Benchmark Builders is a New York City-based construction company with assignments ranging from large multi-floor renovations to major infrastructure projects.

Customers

Its clients include Deutsche Bank AG, Disney, Google, Morgan Stanley, Nike, The Wall Street Journal and the New York Stock Exchange.

Headquarters

New York City, NY
www.benchmark-ny.com

Overview/Executive Summary

Benchmark was using two separate, off-the-shelf solutions (one desktop and one web-based) that had been standardized for the construction industry. Combining the two applications was an ongoing challenge, frequently complicating reporting and sometimes threatening to compromise service delivery.

Business Challenge

- Issues with the current system included patches and updates for the desktop software, as well as permission and data entry issues related to the web-based software. And even with two programs, storage was a challenge, as some data ended up outside both systems.
- As a result, the Benchmark team spent a considerable amount of time navigating through the applications, often having to re-enter and re-select job specifics, since the solutions could not always store and reproduce data and selections from one screen to the next.
- To enhance business productivity, Benchmark reached out to EPS Cloud for assistance.

Approach/Solution

- After thoroughly assessing Benchmark's requirements and technological environment, EPS Cloud worked closely with system users and management to make sure the new solution would address the company's operational and strategic requirements.
- EPS Cloud designed, built and implemented a highly customized set of business role-based applications that allows Benchmark to manage the five relevant aspects of every job: jobs, orders, onsite, reports and utilities.
- Benchmark users can use the **jobs** module to enter signed jobs and corresponding cost estimates. This module lets administrators assign an internal project management team and permits project managers to assign contractors.
- Using the **orders** module, personnel can easily record and track purchase orders and change work orders associated with each job.

- Designed to act much like a CRM system, the **onsite** module allows users to log daily activities as they relate to a specific job or a client. This module enables quick and easy searches on the status of outstanding work items, task tracking, email generation and targeting, along with the ability to log daily job site details; including weather, safety issues and vendors.
- Users can generate 14 custom reports for the benefit of clients, vendors or internal personnel with the **reports** module. These reports can easily be sent to a printer or generate a PDF that can be emailed or downloaded.
- Administrators can use the **utilities** module to easily add, link and maintain table-driven information (such as companies, contacts, rates, trades, tax status and authenticated users).

Benefits and Business Results

Increased User Productivity – As Benchmark employees are typically managing several jobs simultaneously; users requested the ability to enter all of the pertinent information about a specific job at one time. As a result, users can now easily enter all relevant information into one relational system, substantially increasing productivity.

Custom Workflow – Because the new system is a custom application, it works in accordance with Benchmark's internal workflow. Not only does it completely eliminate the need for workarounds, it also produces internal and customer-facing reports, without adding any additional steps to the process.

Improved Data Accuracy and Reduced Redundancies – The highly customized application lets Benchmark capture all the data they require for reporting and service delivery purposes. This eliminates any need for storing data outside the system, while it improves data accuracy and reduces data redundancies.

Cost Savings – With limited internal resources, an on-premise solution was not a good option for Benchmark. EPS Cloud implemented a cloud-based solution that allows Benchmark to pay for only the resources they consume and also saves time and money by removing the need to buy, install, configure and maintain expensive on-premise hardware; as well as hosting and patching an operating system.

Mobility – Benchmark's cloud-based line of business application is accessible from anywhere, providing users with invaluable mobility, freedom and flexibility.

Technology Used

- **Backend**
 - ASP.NET MVC
 - C#
 - SQL Azure
 - Reporting Services
 - Entity Framework
- **Front End**
 - Angular.js
- **Hosting Platform**
 - Azure websites
 - Azure WebJobs

About Equinix Professional Services for Cloud

Equinix Professional Services for Cloud (EPS Cloud) helps enterprises quickly and easily design, implement and optimize IT services to meet ever-changing cloud needs. All services and recommendations are carrier, service provider and technology neutral, ensuring every solution best meets each enterprise's unique business demands.

Learn more at
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