

## Hoag Memorial Hospital Presbyterian

Customer Success Story

Autodesk® Constructware®

We've easily saved 50 hours a month that were simply wasted before.

—Jennifer Rayner  
Manager of Operations for  
Facilities Design and Construction  
Hoag Memorial Hospital  
Presbyterian

# Healthy Projects

Hoag Memorial Hospital Presbyterian's construction management is 50% more efficient thanks to its Autodesk Collaborative Project Management solution.



### Project Summary

Since 1952, Hoag Memorial Hospital Presbyterian (Hoag) has grown from a one-building community hospital into a state-of-the-art health care facility. A National Research Corporation Consumer Choice Award places Hoag in the top five percent of hospitals nationwide. With a sprawling campus that spans 1.6 million square feet, Hoag runs approximately 200 facility and construction projects at any given time—everything from small tenant improvements to the building of a new eight-story tower. Keeping these projects on track and on budget requires that Hoag's project managers, engineers, architects, and contractors collaborate efficiently. For over four years, Hoag has been using Autodesk® Constructware®, an Autodesk collaborative project management solution, to streamline processes, control costs, and improve operational efficiency across all its facility projects. With Autodesk Constructware, Hoag is:

- Increasing operational efficiency by 50 percent
- Saving at least 50 hours a month on IT functions
- Collaborating with 45 internal and 200 external stakeholders
- Applying released budget dollars twice as fast

### The Challenge

As Hoag continues to grow, so does its facilities design and construction department. The number of staff has more than doubled in ten years to nearly 40 people. Before it adopted Autodesk Constructware, project managers in the department developed ad-hoc methods for getting things done. "There was no consistency," says Jennifer Rayner, manager of operations for facilities design and construction at Hoag. "For example, one project manager would file change orders under 'change orders' and another would file it under the topic of the change order. And when they created a document, we had no way of knowing that they'd done so. There was a large margin for error."

However, Hoag's most pressing challenges related to a lack of a project management system. The outdated FileMaker® database Hoag used simply did not have the functionality the hospital needed to manage construction and facilities projects effectively. It was difficult to get a clear view of the status of projects. There were many redundant and manual processes that wasted time. And finding the information management needed to track projects and costs involved tedious manual searching through documents.

Autodesk®

# Hoag gets the word out on budgets twice as fast with Constructware.

## The Solution

During the initial implementation of Autodesk Constructware four years ago, Hoag's facilities and design department took the time to revamp all of its processes to make them more efficient. "We involved the entire department," recalls Rayner. "Everyone gave input on how to streamline our procedures. And then we implemented Constructware based on those new processes and immediately loaded all 140 of our projects into the system."

The ability to configure Autodesk Constructware to meet the hospital's needs was a big selling point for Hoag. "We do things a little differently than many organizations," says Rayner. "It was very clear that Constructware was our best option because it could adapt to the way we did business." For example, Hoag customized both the contract module and the purchase order module in Autodesk Constructware to support the hospital's process for issuing purchase orders based on contracts. Rayner's staff also configured the system to create custom reports, such as a report that documents whether workers are trained on the hospital's safety procedures for protecting patients from infection.

## Simplifying Project Management

In addition to the facilities design and construction staff, all contractors, architects, and key engineers are contractually obligated to use Autodesk Constructware—about 45 internal and 200 external stakeholders at any given time. Managing projects is no longer the arduous, manual, and time-consuming task it once was. "We use the dashboard for a snapshot view of where we are," says Rayner. "I can see that we have 200 projects, with 60 in construction, or that one project manager has 50 projects. It's easy to know whether we need to evaluate workloads."

Autodesk Constructware has automated processes that keep projects moving—with minimal staff intervention. For example, when the project accountant enters the approved budget she can notify the project manager through the system. The project manager can then immediately spend the funds. And when Rayner or other staff members need information about a certain project, they can easily find it without having to dig through paper documents or reading through all project meeting minutes. "If the project manager receives a change order for concrete, he may need to know when that topic was discussed," explains Rayner. "With Constructware, we can run a search and it will pull the data from RFIs, meeting notes, and other documents."

## Keeping Projects on Budget

Managing costs is also easier with Autodesk Constructware. "The project managers use it to track their budgets," says Rayner. "Many staff members create auto-reports, so that they can see the status of their costs once a week. They set up the report once, and it lands on their Today page like clockwork." And when a hospital vice president wants to know where things stand, he can pull up the project to see the cost to complete by each cost code.

When the hospital's procedure for approving budgets changed, Rayner and her staff were able to adjust the system to meet the new process. "We used to get budget approval as a lump sum," says Rayner. "Now, we get budget dollars approved on a fiscal year basis. With Constructware, we've had no problem tracking budget by fiscal year. When we write a purchase order, we can tie it to the appropriate fiscal year."

## The Result

### Efficiency Up 50%

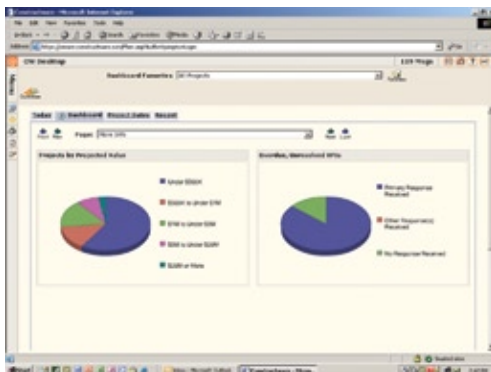
Across the board, Hoag is benefiting from its Autodesk collaborative project management solution. Rayner estimates that using Autodesk Constructware has increased operational efficiency within her department by at least 50 percent. She explains how one process benefited greatly: "Prior to Constructware, when we received budget dollars, we processed all the paperwork and informed the people involved manually. Now, we can utilize the system to notify people immediately. That process alone is easily twice as fast."

And with the on-demand, software-as-a service model, her facilities design and construction department is no longer saddled with managing its own system. "We've easily saved 50 hours a month that were simply wasted before," says Rayner. "We can now spend that time training new users—which is an investment in making projects run more efficiently." Rayner also has supreme confidence that Autodesk Constructware will always be there when she needs it. "We've never had Constructware crash. We've never had a major problem. Our data is totally secure and when there's an update, it happens in the middle of the night."

The department is constantly training new users on the system, and there have been no complaints. "Once people get up and running, there's no going back," concludes Rayner. "They appreciate how collaborative Constructware is and how easy it is to use."

## For More Information

To find out how Autodesk collaborative project management solutions can help you complete projects faster and at a lower costs, visit [www.autodesk.com/experiencecpm](http://www.autodesk.com/experiencecpm).



Once people get up and running, there's no going back. They appreciate how collaborative Constructware is and how easy it is to use.

—Jennifer Rayner  
Manager of Operations for Facilities Design and Construction  
Hoag Memorial Hospital Presbyterian

Images courtesy of Hoag Memorial Hospital Presbyterian.

Autodesk and Constructware are registered trademarks or trademarks of Autodesk, Inc., in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective holders. Autodesk reserves the right to alter product offerings and specifications at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document.

© 2008 Autodesk, Inc. All rights reserved. BROAI-000000-MZOW