

Gilbane Utilizes Infrastructure Lifecycle Management Solutions by InQuest Technologies



Background

Gilbane Building Company is a full-service construction company offering a wide range of services from the earliest planning stages of a project, through construction and on-going operations. The company is a national leader in the construction industry and a sophisticated user of technology. For the third consecutive year, Information Week Magazine has ranked Gilbane as the number one user of information technology systems in the Construction & Engineering category. Using this technical expertise, Gilbane has established itself as a highly respected and extremely competent practitioner of construction management, design / build contracting and infrastructure management.

With a vision that focuses on providing complete infrastructure solutions to customers, Gilbane is constantly evolving its skills and technology capabilities. Gilbane has a depth of experience and resources few other companies can match. Some of the many roles that Gilbane resources can fill, include project directors, project managers, a host of technical workers -- estimators, purchasers, schedulers, and engineers -- as well as supporting staff. To provide the world-class service that they are known for, Gilbane has invested heavily in their state-of-the-art computer network that ties the company together.

The Challenge

In 1999, Gilbane embarked on an ambitious project to develop a standard corporate platform for managing the Design, Build and Operations of over \$3 billion in projects around the country. Rather than having each stage in the lifecycle viewed individually, the platform had to incorporate the concept of Infrastructure Lifecycle Management (ILM). As an ILM platform, each stage and the associated processes had to be interconnected so that the project directors, construction workers, financial planners, owners and other team members could share a common database of information.

The solution needed to conform to Gilbane's standard business practices, but also allow new ways of collaborating across geographically disperse project teams. The solution had to be extremely robust and scalable to handle the large number of projects that Gilbane does annually. It also had to be web architected for low cost maintenance and lower Total Cost of Ownership (TCO) - absolutely no client-side application or downloads; multiple company, user, user group and project levels of security. In addition, the solution had to have complete audit trails and update authentication to ensure accountability of internal and third-party users.

Most importantly, the solution had to have the functionality needed by construction and facility management professionals everywhere. The solution needed complete document and workflow management along with functionality such as:

- Web based file sharing
- Bid Management with RFIs, RFQs and RFPs
- Submittals
- Enterprise integration capabilities
- On-line CAD review and redlining tools
- Meeting Notes
- Task Assignments
- Surveys

Since this was to become a core technical foundation for the company, Gilbane did not want to sign up for an ASP solution. They required a software application that their IT department could manage and integrate with their existing technical infrastructure.

Case Study At A Glance

The Company:

Gilbane is ranked as the nation's second largest construction manager and the nation's fifth largest general contractor.

Construction Activities:

Gilbane Building Company is a full-service construction company offering a wide range of services from the earliest planning stages of a project to its completion.

InQuest Technologies Solution Used:

InQuest Construction

Customer Since:

1999

The Solution

After an extensive market review and careful evaluation of several other products, they decided to standardize on the collaborative solutions developed by InQuest Technologies. Since then, Gilbane has deployed the InQuest Technologies ILM solutions on their construction projects to streamline the exchange of information and to complete their projects on-time and on-budget.

"InQuest has provided us with the tools we need to extend our business practices to the web and incorporate the concepts of ILM. This in turn has accelerated our response times and allowed us to further differentiate ourselves to our customers." says Keith Authlet, CIO at Gilbane. "The technology has enabled our objective of providing clients with a solution that is not focused on just a single stage in the Infrastructure Lifecycle, but across all stages including the facility management, once the construction is complete. No other company has comparable solutions for full infrastructure lifecycle management," said Mr. Authlet.

The Results

Since the InQuest Technologies ILM platform has a web architecture and unified database for all applications, remote users need nothing more than a web browser and a single security validation to access the suite of applications. With a simple logon, project managers are able to connect to the web servers running inside Gilbane's data center. Using a specific application such as InQuest Construction, they are then able to create and manage their projects on-line in a highly secure environment.

InQuest Construction has increased the level of accountability of everybody involved on projects since the application tracks usage and stores all documents centrally with an audit trail of who has done what. There's no more 'I didn't receive that notice' because project information is always available on the site.

It has sharply reduced the need for meetings, memos, memo confirmations and faxes. Instead, it has speeded the flow of information and therefore decision-making. It provides access to an endless stream of technical information and encourages company-wide participation in solving complex problems.

InQuest Technologies solutions have allowed more people to process more information more accurately and more effectively and have expedited decision making.

"We are very pleased with our selection of InQuest Technologies. The InQuest Construction product is extremely functional yet easy to use. InQuest Technologies has provided Gilbane with excellent customer service and they are constantly enhancing their products to better manage the complete Infrastructure Lifecycle," says Keith Authlet.

Gilbane Corporate Overview

Gilbane Building Company is a full-service construction company offering a wide range of services from the earliest planning stages of a project to its completion. The company is a leader in program management and construction management and also offers design/build contracting and general contracting, depending on the requirements of its clients.

Gilbane Building Company is ranked as the nation's second largest construction manager by Building Design & Construction and the nation's fifth largest general building contractor by Engineering News Record. The value of Gilbane's new construction awards totals \$2.975 billion.

The company also has an Advanced Technologies Sector, serving clients in the pharmaceutical, biopharmaceutical, electronics, chemical and food industries nationally. Gilbane operates offices around the country and employs more than 1,500 multi-disciplined people.

InQuest Technologies Corporate Overview

InQuest Technologies, the leading provider of Infrastructure Lifecycle Management (ILM) solutions, provides companies with technology and services to lower operating costs and accelerate growth by optimizing the management of their infrastructure, from design and engineering, through construction and during on-going operations. Leading international organizations such as Staples, Gilbane, Verizon, Hertz, Kaiser Permanente, LAC MTA and NBC have chosen InQuest Technologies solutions for an immediate impact on their operations and bottom lines. InQuest Technologies has helped these companies leverage the power of the Internet to transform the way that they design, engineer and manage their infrastructure.

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