



KnowledgeLake Customer Solution Case Study



Construction Company Prepares for Growth with Enterprise Content Management Solution

Customer: Pioneer Pole Buildings

Web Site:

www.pioneerpolebuildings.com

Customer Size: 68 employees

Country or Region: United States

Industry: Construction

Customer Profile

Pioneer Pole Buildings provides post-frame structures to customers in seven Mid-Atlantic states. The company is based in Schuylkill Haven, Pennsylvania.

Partners

KnowledgeLake

(888) 898-0555

www.knowledgelake.com

KnowledgeLake develops enterprise content management solutions for Microsoft SharePoint, helping businesses streamline operations and achieve regulatory compliance.

Stratix Systems

(610) 374-1936

www.stratixsystems.com

Stratix Systems specializes in document and information management solutions. It provides expertise to help organizations cost-effectively create and implement scalable document management strategies.

Software and Services

- KnowledgeLake Imaging for SharePoint
- KnowledgeLake Connect
- KnowledgeLake Capture
- Windows SharePoint Services

“With the KnowledgeLake solution and the help of Stratix, we now have the proper information at our fingertips. That gives us an enormous advantage by helping our employees work more efficiently and respond to customers faster than our competition.”

Bob Greene, President, Pioneer Pole Buildings

Pioneer Pole Buildings (PPB) is a design and construction company that specializes in post-frame buildings. The company’s growth was hampered by paper-intensive processes for handling contracts, designs, and other critical documents. PPB decided to install an enterprise content management system using KnowledgeLake products and Windows SharePoint Services from Microsoft. The solution helps PPB employees quickly find documents, assists in collaborative efforts, and delivers greater security for sensitive data.

Business Needs

Pioneer Pole Buildings is a full-service design and construction company that specializes in post-frame buildings. The company provides expertise, materials, and on-site management for the construction of a wide range of buildings, from barns, garages, and sheds to complex facilities such as production farms, manufacturing plants, and free-standing retail shops. The Pennsylvania-based company, which operates in seven Mid-Atlantic

states, typically completes up to 800 projects each year.

Since its founding in 1998, PPB relied on paper-based processes for managing projects. Every project-related document was printed or photocopied, placed in a three-ring red binder, and passed between departments using hand-to-hand delivery as each step in a project was completed. Employees were allowed to use their own preferred methods of filing hardcopy quotes,



contracts, permits, material lists, invoices, and other project-related documentation and communication.

"After 10 years of doing it this way, it became clear that the traditional methods for managing our documentation were having a negative effect on our business," says Scott Schwalm, Purchasing Manager of PPB.

The lack of a unified filing system put stress on employees when documents were needed. Files were sometimes lost or put in the wrong place, and it was often difficult to track all the documents related to specific projects. Company executives were concerned about the security of customer and financial information, as well as the need for greater controls for regulatory compliance. Plus it affected employee productivity, which had a direct impact on PPB's bottom line.

PPB discussed its needs with Stratix Systems, a technology company specializing in strategic document and information management solutions. Stratix had already helped PPB install an enterprise-level multifunctional system for printing, copying, faxing, and scanning. PPB asked Stratix for additional help in developing a comprehensive enterprise content management solution that would improve internal communication, enable employees to collaborate seamlessly, protect important data, and streamline workflow processes.

Solution

Stratix recommended that PPB implement an enterprise content management solution using KnowledgeLake Capture and

KnowledgeLake Connect products for enterprise content management and Windows SharePoint Services from Microsoft. KnowledgeLake Capture is a high-volume document capture system that allows PPB employees to easily scan and index documents, then store them in the appropriate SharePoint repository on the company intranet.

KnowledgeLake Connect is a desktop PC-based application that lets PPB users save electronic documents or e-mails directly to SharePoint in a single step.

The solution utilizes the installed Ricoh MP C5000 for high-speed scanning of documents, and includes Dell PowerEdge Server hardware used to host the SharePoint Services. Project planning began in February 2009. The solution was implemented one month later.

Benefits

Deploying the KnowledgeLake technology and Windows SharePoint Services helped PPB attain significant benefits for its daily operations and business growth. The multitudes of documents related to every project are now organized and easy to find. Collaboration between project leaders and other employees is greatly enhanced. The company has also enhanced the security of confidential information. "Internal and external communication is an integral part of our business," says Bob Greene, President of PPB.

Better organization of documents.

The enhanced search capabilities provided by the automated indexing of documents helps PPB employees rapidly locate company files with simple

searches. This lets them quickly access project information that, in the past, would have taken much longer to find - if found at all. "The KnowledgeLake enterprise content management solution allows us to quickly and easily index project-related documents for instant search and retrieval, and then make them available on the SharePoint-based network," says Greene.

Easier employee collaboration. PPB project leaders, who frequently oversee multiple jobs at multiple sites, can access essential project and client information at anytime from anywhere they are online, enabling easy collaboration. "With the KnowledgeLake and SharePoint technologies as the foundation of our enterprise content management system, our employees can collaborate far more effectively than in the past," says Beth Blankenhorn, Human Resources Manager of PPB. "This is a major benefit considering that a given project can involve the creation, revision, and forwarding of numerous documents among dozens of people."

Increased security for confidential information. Access to PPB content, including project documents, client information, and intellectual property, is controlled and protected using authentication methods and well-defined policies and permissions. "We deal with a lot of sensitive information including design work, bids and estimates, legal documentation, banking and financial data, and so much more," says Gerry Keszczuk, Controller of PPB. "It's reassuring to know this information is protected as it travels between people and departments within our organization."