Construction Management Software Buyer's Guide for Developers

Choosing the right construction technology for your business.

PROCORE

Introduction

When the stakes are high to meet investor demands, retain top talent and deliver high-quality projects; developers face headwinds, such as unforeseen costs and slips in schedule. By adopting new technologies to transform business practices, developers today can better ensure the scalability and success of their organisations and their project portfolio.

While historically, the construction industry has been slow to adopt new technologies, more and more we are seeing developers lean into technology in search of mitigating risk and having greater predictability over, and visibility into, what is going on in projects. **Developers are now moving toward owning their own data and digitising processes giving them increased access to real-time insights.**

Having full transparency – whether it be around the supply of materials, movement of labour or importantly, finances – helps you to better manage risk. **You can have greater control over payments, contractors and insight into the cause of delays.**

You have the opportunity to reduce financial risk, consolidate cost data into one place and get a real-time view of how projects are tracking against program forecasts. But, it can be challenging to know where to start.

This guide will help you navigate the construction management software purchase journey. It includes **templates to help you evaluate the solution best suited to you and your business.**

You will learn how to:

+ Assess current pain points and prioritise them according to business needs.

+ Conduct a risk assessment

+ Identify the type of software and features you need

+ Assess your current suite of tools

+ Effectively compare and evaluate solutions, features and vendors

+ Advocate internally through a business case for a new solution

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Have You Completed a Self-Assessment?

Determine Pain Points and Objectives for Stakeholder Alignment

Successful software selection starts with defining your business's current gaps and needs before you evaluate any potential partners. An excellent place to start is outlining **what creates inefficiencies and lack of visibility** – duplicate data entry? Challenges tracking down project information and statuses? Questionable data output?

Once you've outlined the pain points, prioritise them. Which ones create the most inefficiencies across teams? Which areas impact team communication, damage client trust, or even the ability to know what is happening within your portfolio? Are any of these pain points introducing schedule or budget risks to your organisation? Or hindering your ability to make informed decisions?

To ensure you are selecting the right software, be explicit about what problems you expect the technology to address.

COMMON PAIN POINTS INCLUDE:

+ Lack of visibility into the financial health of your portfolio

+ Business functions are manual or require using multiple, siloed systems

+ Lack of reporting capabilities across multiple data sources

+ No central repository for documents

+ Dealing with outdated information

+ Lack of visibility across your project portfolio

+ Low user/employee adoption of existing tools None of the existing tools integrate or talk to each other

+ Key stakeholders lack access to solutions due to limited user licences

Prioritising Pain Points

Prioritising pain points will help keep your search focused and prevent key evaluation criteria from becoming too broad and unmanageable.

#1 | Identify the problem.

#2 | Rank your goals and criteria. This will help you weigh the different solutions you evaluate.

" **Ryan Taylor from Villa World was brought on to decrease manual processes and find growth solutions for the growing residential building business. He started by identifying what was going wrong, "We knew we were making expensive errors across the full spectrum of our project documentation, but we didn't know where. It was death by a thousand cuts."**

**Ryan Taylor,** Project Manager for Operations, Villa World
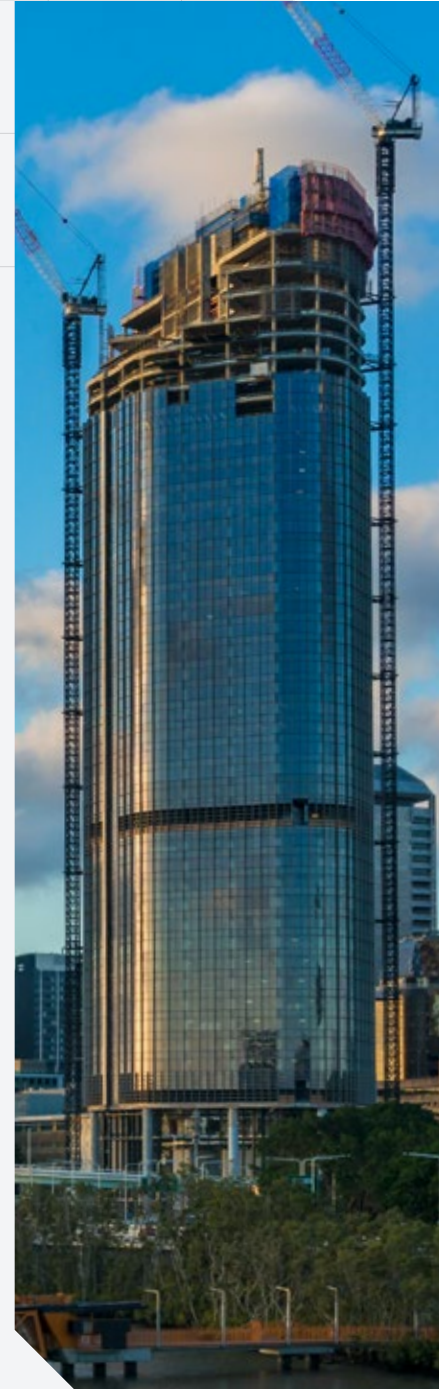
Gain Stakeholder Alignment

Stakeholder alignment is a critical step to ensure the right people are involved in the search, sometimes, this step comes before even identifying objectives and pain points. You might connect with **end-users (both field and office staff), IT, security, software administrators, finance, procurement, engineering leads, construction executives,** and other necessary stakeholders to help you evaluate the software with multiple use cases in mind.

Starting with a business case can be helpful to get buy-in and support that a solution is needed—it also serves as a vital roadmap for evaluating solutions and ensuring the purchase will align with your strategic vision. Your business case should detail the rationale behind the investment to get stakeholder alignment from the onset, as well as the approvals needed for procurement.

It is essential to understand how your organisation purchases software, including whether or not the purchase needs to go to RFP, what contract vehicles are required, what additional requirements a software partner must meet, and whether or not the investment is funded.
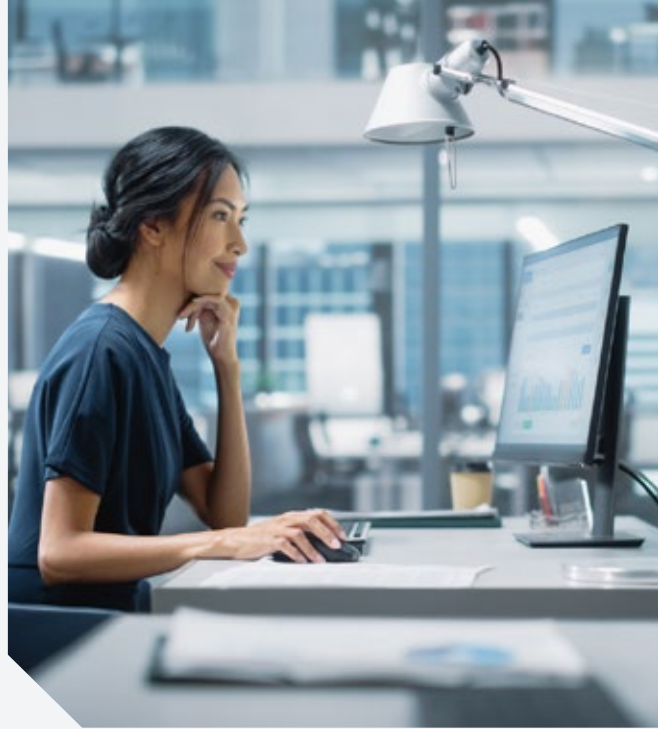
" **Ananda, Thailand's premium property developer, faced difficulties in communication and stakeholder alignment was virtually impossible. Ensuring they found the right software was key for them to ensure a more connected team "a clear roadmap on how they can improve their performance and the quality of our builds is one of our greatest challenges but also one of our greatest achievements. Procore helps us partner more closely with everyone in our team...**

Thanit Thanadirek, Business Digitisation Manager, Ananda

02

Does your evaluation criteria align with your objectives?

Assess Point Solutions vs. Platforms

Choosing your construction management solution is a significant decision. Aside from the substantial investment of time and resources, the choice is critical in monitoring the health of your portfolio, your ability to make informed decisions, and your communication structure with internal and external stakeholders. This is why it's important to **avoid point solutions that only provide a single use case and instead find a scalable platform that fits and can grow with your needs.**

Where a platform can address various pain points and objectives, **a point solution is limited** and only adds to your siloed processes.

> " **The team at Piety Group had disparate systems for document control, construction solutions and correspondence. This was creating inefficiencies and made it difficult to scale or handle growth, "Inefficient construction software systems were negatively impacting our bottom line and reducing any chance we had at scaling the business effectively."**
>
> **Muhammed El-Cheikh,** Group ICT Manager, Piety Group

Use of Integrated Digital Solutions Linked to Better Performance

Developers that are reliant on manual or siloed productivity solutions such as Excel, Dropbox, local drive document storage, or outdated custom legacy solutions, run an inherent risk of delivering projects late and over budget. As there are multiple stakeholders contributing, often without the ability to track changes, there is room for human error or users may inadvertently insert duplicate data without other users knowing.

Manual processes and siloed software solutions lack data connectivity, so there is no aggregate or holistic reporting—resulting in scope creep, rework, and an increase in the likelihood that projects will be delivered behind schedule and over budget. Meanwhile, **those who embrace integrated technology and a connected platform (offering data connectivity, reporting, and trending) enjoy efficiency and productivity gains that help deliver projects on budget and on time.**

Consider Multiple Capabilities
to Ensure Project Success

A software partner should be able to demonstrate they meet the requirements you've identified and show how they will contribute to your organisation's success in a measurable way. This will give you clarity throughout the evaluation process and ensure you think about outcomes rather than simply features.

Whether building a solar farm, renovating an apartment building, or constructing a data centre, maximum collaboration is necessary to minimise risk. This means evaluating integrations.Think about opportunities with solutions beyond project management tools, such as Microsoft Outlook and DocuSign. **Look for platforms with an open API and the flexibility to integrate with industry-leading technologies, including software contractors use**. With software integrations, you can extend the value of the platform to address any of your specific business needs. Not only will connecting your systems get rid of the risks of double entry and inaccurate data, but it gives you the freedom and flexibility to grow and change—without the need to juggle multiple apps in separate locations. This way you can integrate with your favourite project management, accounting, estimating, budgeting, and scheduling software.

Here are some things to consider when it comes to integrations →

01 MOBILE Because construction takes place on the jobsite and not in the office, your software candidate must have a powerful, fully functioning native mobile application, including offline capabilities to maximise accountability, efficiency, and visibility.

02 CUSTOMISATION Most solutions offer customisations for workflows, templates, integrations, and reporting that come at an additional price. This typically results in some give-and-take by both parties. Make sure you determine your customisation requirements before purchasing software to avoid unanticipated additional costs.

03 COMPREHENSIVE DOCUMENTATION Software should serve as a central repository for all your documentation and organise that data. Sophisticated solutions allow you to quickly view supporting information—plans, specs, photos and PDFs—via hyperlink or attachment.

04 REPORTING This is vital to keeping all stakeholders informed and up-to-date on portfolio health—and it should be simple. Relying on outdated spreadsheets, paper-based processes, and guesswork can be time-consuming and often inaccurate. Software should be able to query all of your information together in one place in real-time.

05 EASE OF USE Look for a platform that's user-friendly for all teams and collaborators—both on-site and off. If the platform is not intuitive, adoption will be a challenge, increasing the amount of time to realise the benefits.

06 DATA OWNERSHIP Many organisations may feel like they don't need their own software, as general contractors will already be using a specific solution. To manage your portfolio of projects, you must own the data in order for it to be usable. Data ownership saves time and creates process standardisation, cross-portfolio clarity and risk reduction.

Download Tools Assessment Template

A successful platform brings together the right people and tools with a single solution.

STREAMLINES HOLISTIC AND EFFICIENT COLLABORATION

Eliminate the field-to-office divide by bringing all of your collaborators—engineers, architects, project managers, superintendents, specialty and general contractors—under one roof.

CONNECTS ALL OF YOUR APPLICATIONS

Integrate solutions together, reusing information created in one application to populate data fields in other applications to avoid inefficiencies such as double entry.
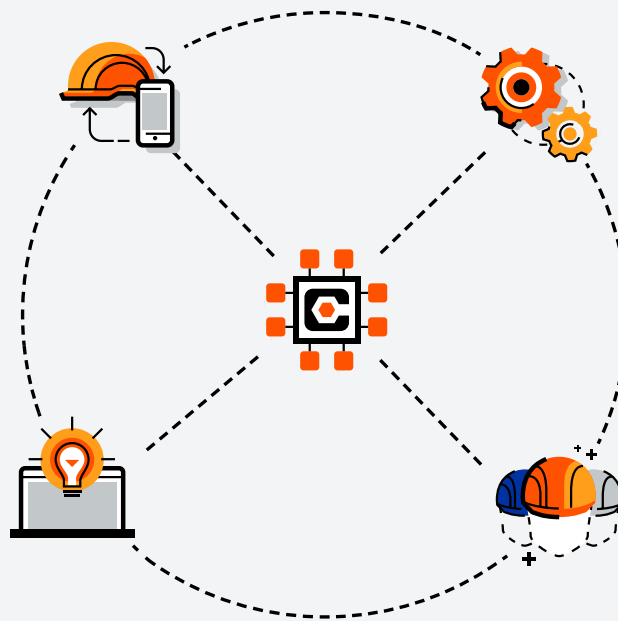
EMPOWERS LEADERSHIP TO PLAN AND EXECUTE TOGETHER IN REAL-TIME:

With connected and aggregated data, organizations can extract business intelligence across the construction lifecycle to make better, more informed decisions.

CREATES A SINGLE SOURCE OF TRUTH

A centralized, secure access point for the latest project data allows teams to confidently utilize the data they need to get the job done and report on progress while avoiding any delays.

Beware the Platform Pretenders

It's important to look for red flags among point solutions that try to disguise themselves as platforms. These are a few to look for:

☒ SILOED DATA

Platform pretenders lack valuable cross-tool workflows that allow standardisation across your portfolio.

☒ DEFICIENT FEATURES

Platform pretenders are hyper-focused on solving one problem and lack critical features such as analytics and the ability to search across tools.

☒ UNRELIABLE INFORMATION

Platform pretenders don't deliver data ownership, leaving your asset data in the hands of vendors, reducing visibility and increasing risk across your portfolio.

03

Is the software partner right for my organisation?

Choosing a Partner to Scale and Evolve with You

Consult with Stakeholders to Find Your Best Fit

When trying to manage deployment risk, look for another similar organisation that has successfully implemented the same. Customer satisfaction is often a clear indicator of long-term success.

WHEN SPEAKING TO OTHERS IN YOUR NETWORK, CONSIDER ASKING ABOUT:

+ **Organisational goals**: What did you originally seek to accomplish by purchasing a construction software platform? Do you regret buying your current solution?

+ **Adoption**: Does your team enjoy using the system, or is it a tool they feel forced to use? Do they ever resort to using an alternative, like Excel, paper, or email, to handle functions the solution cannot accomplish?

+ **Implementation**: How long did it take? Were there any additional costs to consider?

+ **Integration**: Were you able to integrate your legacy solutions into the platform? If the integration is not out-of-the-box, how much did it cost to build, and how long did it take? Who managed that integration?

+ **Solution performance**: Do you feel like the solution meets the needs and goals of the business?

+ **Functionality**: How comprehensive are the products, and how often are new capabilities introduced?

+ **Usability**: Are the products easy to navigate? Were users able to onboard quickly, or was extensive training required? How many people actually use the software on a regular basis?

+ **Support and responsiveness**: How quickly does the software partner respond when you have a problem, and how knowledgeable and helpful is their service team?

Understand Professional Services and Support

Consider if a software partner can support your organisation for the long haul.

Implementation takes time and commitment. To ensure a smooth transition and a seamless change management experience, you should assess your internal resources and plan accordingly. Look for software that offers flexible implementation options based on your needs. Ensure you understand the training provided during implementation and the services offered after launch. Seek out ongoing software education for all your users throughout your licence's lifetime, keeping your staff up to speed.

> **As part of our digital transformation strategy, Sime Darby Property aims to create a best-of-breed software environment to digitalise our core businesses. For a construction management platform, based on research and the advice from our consultants, the recommended platform was Procore.**

Stevensan Innasimuthu, Digital Transformation and Information Technology, Sime Darby

Pursue a partnership that includes ongoing free educational offerings such as:

+ **Support Site**: Expansive library of software how-to articles and videos

+ **Training Webinars**: Live training held by implementation specialists

+ **Certifications**: Online courses that teach you how to use the software

+ **Onsite Training**: Customer support staff who will come to you for in-person training

+ **Field Onboarding Resources**: Strategies on how to introduce software and onboard your site teams

+ **User Groups**: Communities where you can share best practices and grow your network

+ **Product Release Updates**: Emails regarding the latest product releases and how to use them

+ **Business Reviews**: Meetings to review your usage, adoption, and any bottlenecks within your organisation

+ **Performance Insights**: Feedback provided by support staff monitoring your account with construction-specific metrics to ensure the software is being leveraged to its fullest potential

Most software partners provide world-class support during the sales process, but that may not be the case after you've signed a contract.

Assess User-Driven Product Development

User feedback is one of the most valuable inputs to the software development process. When customers have questions or concerns, it's vital your partner takes the time to understand the root cause of the problem. A process based on strong feedback loops with customers before, during, and after development and release creates solutions that grow as the industry evolves, keeping it current and valuable.

Accurately Weigh the Investment's Impact

A return on investment for your software extends far beyond dollars and cents. Assumptions about an inadequate return on your software investment are often caused by an inaccurate comparison to the cost of the replaced systems. Instead, think of it as an avenue for delivering strategic value to your organisation rather than just an IT purchase. With several less obvious and potentially indirect benefits enabling business processes, it can seem difficult to calculate ROI. With an integrated platform capable of managing your end-to-end processes, **the value is far beyond a dollar amount.**

SOME BENEFITS GAINED FROM IMPLEMENTING SOFTWARE INCLUDE:

+ Increased efficiency & productivity

+ Visibility into the health of projects and programs

+ Predictive analytics

+ Higher-quality projects

+ Increased employee retention

Pricing varies drastically from partner to partner, and applying a blanket pricing structure when categorising their offerings can be challenging. Make sure you understand the full benefits of what you're purchasing.

☑ CONCRETE BUSINESS IMPACT

The right software should provide insight into what the ROI would look like for your organisation within the next few months or years. These can include staff efficiency savings, reducing staff training and hardware costs, and risk mitigation. These benefits, paired with concrete numbers, should align with your organisation's objectives at the start of your purchasing journey.

☑ UNLIMITED USER LICENSING

Be wary of solutions that limit users and inhibit collaboration with seat licensing. Instead, look for a partner that offers unlimited user licences to ensure you have access to accurate, real-time project information and complete visibility into the health of your portfolio.

☑ SCALABILITY

No one wants to test, deploy, and customise software only to find out a year later they have outgrown and need to replace the solution. Consider your organisation's 3-5 year strategic plans to ensure you're selecting a partner that can support you in the long term. Investing in construction management software isn't enough to transform your organisation. You need software that is easy to learn and adopt.

Conclusion

You need to mitigate risk and have problems solved, not more tools, so evaluate and compare potential software partners in depth. Conducting the proper research and gathering all the feedback from your buying committee will provide the maximum value for your organisation. A careful evaluation process to pick the right partner is better than selecting the wrong software partner and going through a laborious implementation — only to find out you selected a bad fit and have to start your search all over again.

The purchasing journey can seem daunting, but **it can be successful with clear identification of pain points and objectives**, a thorough discussion with references and peers, and alignment with all stakeholders involved. The right partnership provides increased transparency and accessible data for real-time visibility into the health of your portfolio. With the right software partner, these **goals will be not only met but exceeded.**

Produced by
PROCORE TECHNOLOGIES, INC.

Procore Technologies, Inc. (NYSE: PCOR) is a leading global provider of construction management software. Over one million projects and more than $1 trillion USD in construction volume have run on Procore's platform. Procore's platform connects key project stakeholders to solutions Procore has built specifically for the construction industry—for the developer, the head contractor and the subcontractor. Procore's App Marketplace has a multitude of partner solutions that integrate seamlessly with Procore's platform, giving construction professionals the freedom to connect with what works best for them. Headquartered in Carpinteria, California, Procore has offices around the globe.

Procore for Developers

Procore is a purpose-built construction management platform for owner-organisations that want to drive accountability and transparency, and more effectively manage their portfolios. Only Procore provides a highly scalable, agile platform with an open API that allows organisations to own their data, standardise and optimise their portfolio of projects, and mitigate risk while fostering collaboration at every stage of construction.

Procore covers the entire lifecycle of a project, including preconstruction, project management, resource management, and financial management—all in one user-friendly platform.

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Talk with an Expert

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