

# CLIENT Profile

**JAKES**  
CONSTRUCTION

Using B2W Track to cut administrative time by 66% while tripling work volume supporting a major pipeline project



SOFTWARE

# The Trans Mountain Expansion Project

Jakes Construction, a diverse civil contractor based in Chilliwack, British Columbia, is a subcontractor working for five different general contractors on the TMEP.

Jakes began its three-year involvement with the twinning of an existing oil pipeline between Edmonton, Alberta and Burnaby, British Columbia in 2020. The company typically has more than 70 employees and 50 pieces of equipment on the job, supplemented by its own subcontractors. The scope of work ranges from right-

of-way tree clearing and access road building to aggregate supply and delivery. Six to ten crews work six days a week on

day and night shifts to meet tight deadlines. At peak times, Jakes generates close to \$4 million in revenue monthly on the TMEP.



# Unique performance tracking challenges

The Trans Mountain Expansion Project is managed entirely on a time-and-materials (T&M) basis. General contractors must report daily to the owner on work completed. That requires that subcontractors report daily to the general contractors.

- ❑ Daily reporting to 5 general contractors
- ❑ Redundant entry into spreadsheets
- ❑ 100% T&M
- ❑ 50+ Cost codes

The fact that each general contractor used its own spreadsheet-based methodology to collect this data compounded the administrative requirements for Jakes.

“The sheer volume of work we were doing, and the subsequent reporting requirements challenged our administrative staff,” explains Derek Sterkenburg, an estimator with Jakes. “Reentering all the data into multiple, cumbersome spreadsheets and reconciling them each day added to the burden.” Jakes also tracks the daily

activity of its subcontractors to reconcile it with their invoices.

“To meet Trans Mountain requirements for the project, we also track the portion of the work being done by various First Nation entities working with or for us and provide monthly reports of greenhouse gas emissions and fuel consumption of our equipment,” Sterkenburg adds.



# A better idea and a monumental turning point

For several months, Jakes completed the painstaking task of taking performance data being collected in B2W Track and re-entering it into the general contractors' spreadsheets. This data entry and reporting requirement took the majority of one administrative person's time each day. Then the company came up with a better idea.

"We presented the general contractors with some B2W Track reports and showed them how the same information could be delivered in a much more

concise and user-friendly format," explains Sterkenburg. "They were so impressed that they agreed to using only the B2W Track reports each day instead of their own complex spreadsheets and monthly T&M summaries for billing purposes."

"This was a monumental turning point on this project," he adds. "Our team was able to scale up production and revenue while reducing our administration effort substantially. Our reporting system became the gold-standard on this job."

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# 2,000+ Administrative hours saved

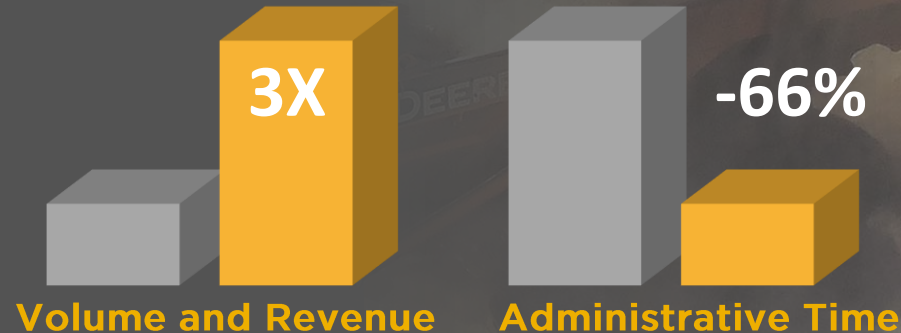
“As the TMEP project ramped up, we faced a decision to either hire an additional support person or apply more pressure on the general contractors to use our B2W Track reporting as an alternative,” says Sterkenburg.

Common sense and a tight labor market led to the latter approach. Acceptance and implementation of the custom B2W reporting was crucial to scaling up field resources and cutting administration work. Jakes estimates more than 2,000 hours of administration time has

been saved since the changeover.

The company was able to more than triple monthly revenues from the TMEP while reducing total administration time by 66 percent. “That is time and expertise that were then

reallocated to other projects,” says Sterkenburg. “These efficiencies and time savings have drastically increased the capacity of our administration department, freeing us up to tackle other large and complex projects.”



# The full power of B2W Track reporting

The team at Jakes Construction was well acquainted with using B2W Track on regular unit-price or lump-sum contracts. A T&M-only job of the magnitude of the TMEP forced a deeper dive into capabilities and reporting features of the application.

“We’ve deployed B2W Track as far more than a cost tracking tool,” Sterkenburg explains. “We use the robust and detailed reports to satisfy owner reporting requirements and then take those same reports and use them as backup for project billing.”

Using the Rate and Price Sheet abilities and custom reporting for labor and equipment allowed the company to produce a single report used to reconcile billing from subcontractors to Jakes, and billing from Jakes to the project owner.

The built-in employee certification field was used to designate First Nation status for employees and subcontractors. Filtering by this certification allows a report to be produced with the click of a button to meet government reporting requirements.

Jakes also takes advantage of Alternate Equipment ID to assign different equipment classifications when its assets are used on oil and gas projects. This allows custom reports to show equipment classifications as the customer wants to see them, without compromising Jakes’ standard internal equipment record management.



# Looking ahead

Entering the final year of the Trans Mountain Expansion Project, Jakes Construction is reflecting on lessons learned. Procedures set in place have already led to benefits on other contracts.

Sterkenburg says the field staff has fully bought in to the need to enter timely and accurate data on field logs each day. Similarly, the administrative staff has seen the power of the B2W Track system and now understands the built-in flexibility that allows the company to customize reporting as desired.

“These lessons, polished skills, growth and buy-in will continue to benefit Jakes Construction as we look to the future,” concludes Sterkenburg. “We’re very impressed with the B2W solutions that we currently

utilize on each project, and we look forward to further innovation and collaboration with B2W to improve performance and to continue shaping our industry.”



*Derek Sterkenburg (right) and Steven Klaasson accepted the 2023 B2W Innovation Award for the company's unique use of B2W Track.*

