

How Snyder Langston keeps everyone on the same page

Commercial & Residential | Snyder Langston | Case Study



Snyder Langston is a leading commercial and residential builder based in Irvine, California. The company's leadership is continually evaluating ways to increase efficiency across the organization to improve project delivery. As part of this effort, the company has standardized on PlanGrid, requiring its use by subcontractors on all projects.

Problem

In 2014, Snyder Langston wanted to keep everyone in the field on the same page to improve the speed and quality of their work, and mitigate the risks of rework and mistakes. They were already prepared to put digital prints in the hands of their superintendents—all of them had iPads. They just needed the right software.

The way their field staff accessed plans had to be simple to learn, use, and organize. Their favorite blueprint readers in the office loaded too slowly, and updating drawings was difficult and time-consuming.

The company wanted a native mobile app that would automate manual tasks, make RFI's instantly accessible to everyone, and have a responsive support team to ensure success.

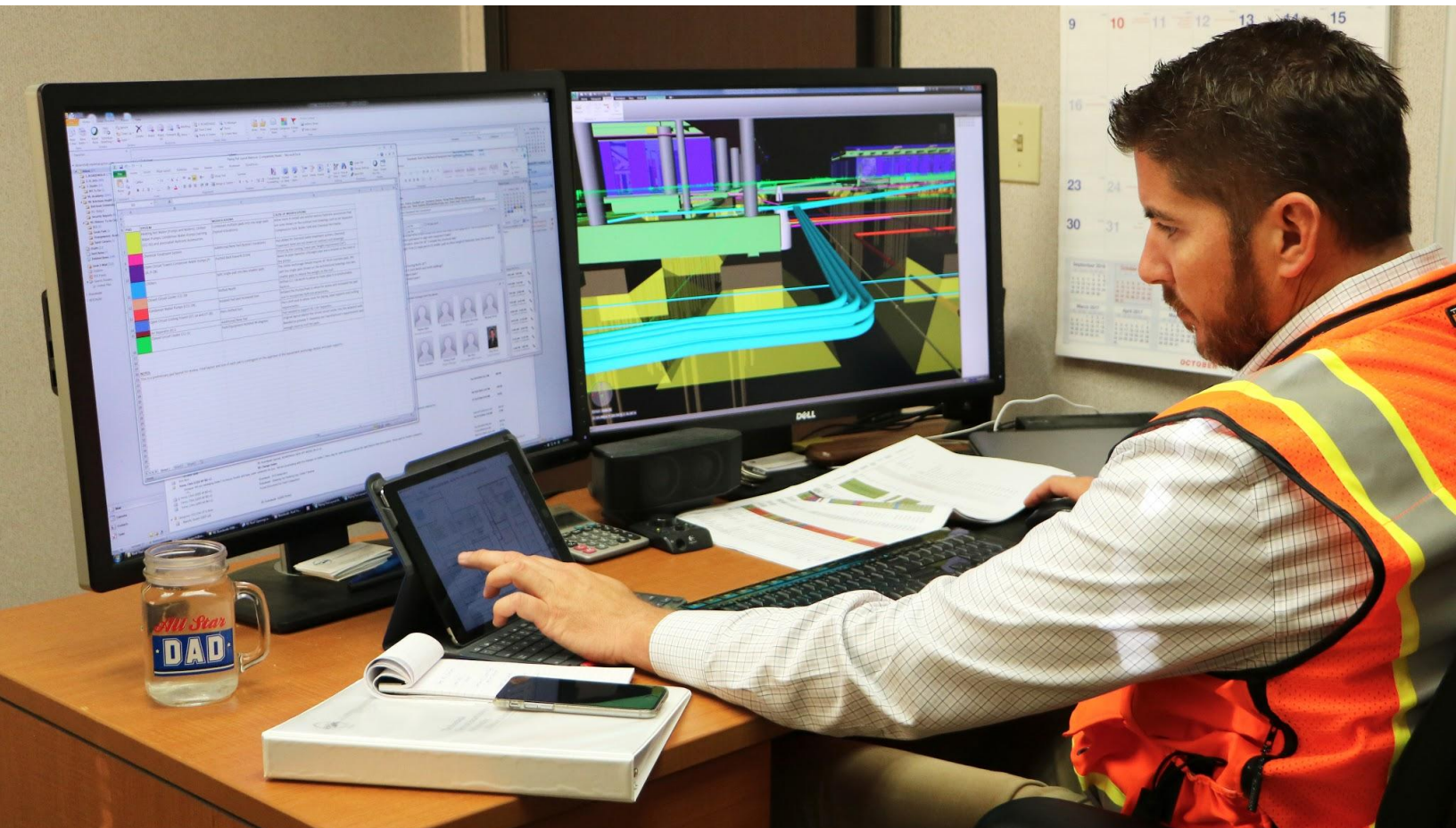
“PlanGrid rose to the top. It was overwhelmingly easier to use in the field, so it was a no-brainer for all projects.”

—**Andy Gerlach**, Technical Services Manager



“PlanGrid is how we ensure our subcontractors are working off the most accurate set of plans and have access to all of the RFI’s and submittals.”

–Chelsea Kahle, Project Engineer



Solution

Snyder Langston evaluated three software solutions, and PlanGrid was the clear winner. Its key strengths included its speed and the ‘natural’ feel of its interface. The sheet-based format and swiping motions allows supers and subs to quickly flip through sheets, while sheet filtering, tagging, and search lets users find the sheet they need—fast.

Before PlanGrid, the RFI process used to require at least one trip to the trailer. A PM or PE had to look up details, search through files, print the document, and physically hand it to a superintendent. PlanGrid’s attachment tool turned that exhausting process into a few taps on an iPad—no walking required.

Most importantly, PlanGrid let the team at Snyder Langston use electronic plans more efficiently than any other app because of its support team. The support chat box on PlanGrid’s website—manned by real PlanGrid experts—answers their questions in seconds. PlanGrid’s consulting team has also been a huge benefit, keeping the team informed on best practices so that they get the most out of PlanGrid.

Implementation and usage

In 2014, Snyder Langston rolled out their first PlanGrid-based project. Since then, they’ve used PlanGrid on 43 projects with 128 users. Team members across the company use the app internally on each project. The rollout was accelerated because they learned how to use the software quickly.

Most of Snyder Langston’s subcontractors use PlanGrid. Their owners also often get involved. When they do get involved, PlanGrid lets them build trust through transparency, since the owners can see what’s happening on their projects in real-time.

“I can’t believe a PlanGrid consultant will come out to the jobsite and train the foreman. This training allowed our internal staff to stay focused on our project tasks without needing to take time out of the day to train subcontractors.”

–**Chelsea Kahle**, Project Engineer

Long Beach Exchange

Snyder Langston is currently administering a fully-loaded PlanGrid project on the Long Beach Exchange, which is a 26 acre, 17-building retail center with unique design features (including a prefabricated metal hangar structure). They've just finished preconstruction, and all of their subcontractors are contracted to use the app, with Snyder Langston managing the Admin Console.

“This is how we ensure our subcontractors are working off the most accurate set of plans and have access to all of the RFI’s and submittals.” – Chelsea Kahle, Project Engineer

The Boardwalk

Snyder Langston’s largest PlanGrid-based project is The Boardwalk, an office space currently under construction in Irvine, CA. They’re working on a 7.5-acre lot with two interconnected nine-story buildings. 140 people are onsite daily, and they’re all using PlanGrid.

So far, 5,500 sheets have been uploaded to PlanGrid and 700 RFI’s have been submitted. Snyder Langston has also attached submittals, specs, and photos to the plans. They are currently on the 27th delta (update) of their plan set. Sometimes 100 new sheets on a delta will have changes, and the changes are submitted every few weeks, and PlanGrid provides an efficient flow of information.

Supers and project engineers run daily onsite walks with PlanGrid to make sure everyone is working on the correct tasks, in the correct order, and on schedule. There are also separate project sheets for weekly safety walks where the same staff uses PlanGrid’s punchlist tool to create and assign issues (with photos) to subcontractors. Snyder Langston’s subcontractors no longer have to print any drawings.

Results

Snyder Langston has successfully turned PlanGrid into a collaboration tool that crosses all boundaries. Their subcontractors and clients use the app to communicate from anywhere throughout the entire project lifecycle. PlanGrid has been working so well that, when asked if there was anything they would improve in the app for the field, this was their response:

“You’re close to perfect. I can’t think of anything I’d change.”

–**Andy Gerlach**, Technical Services Manager

“I don’t even know how we would have managed this project without PlanGrid.”

–Carly Rosenthal, Senior Project Engineer

