

How The Raymond Group keeps massive projects on track.

Interior & Exterior | The Raymond Group | Case Study



The Raymond Group is a top interior and exterior contractor in the US. In 2014, the Las Vegas division began working on a \$450M arena, similar to the Staples Center in LA. They completed all of the metal framing, drywall, and painting for the arena, as well as the exterior and plaster work.

Problem

The challenges with the arena project were huge, given the building's size. Sharing information among the team via paper or email had the potential to send everything sideways very quickly.

As Kim Lorch, Vice President and Area Manager of the Las Vegas division of The Raymond Group said, "No one wants to be embarrassed in the field when they don't have up-to-date information. But sadly, many folks feel starved for information that helps them do their jobs well. This is partly due to on-site staff being used to rolls of drawings that are cumbersome and out of date."

Solution

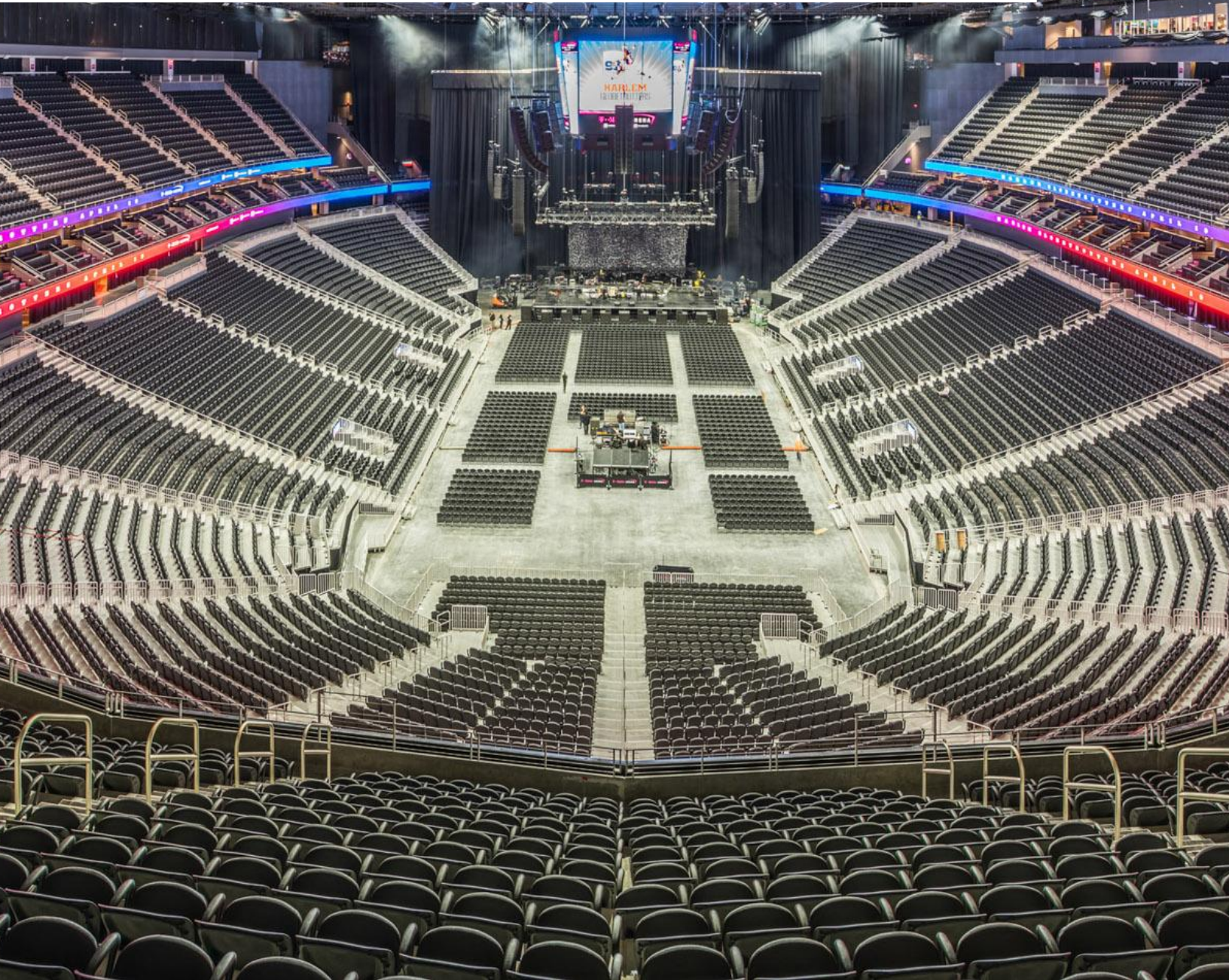
Kim had spent four decades in the field performing multiple roles when he decided to use PlanGrid at The Raymond Group's Las Vegas division. "I looked at other systems and it became so obvious to me that PlanGrid was the better platform." When the arena job came along, it was a huge selling point that many of the teams at The Raymond Group were already using PlanGrid.

Kim was surprised by how easily the whole team adopted PlanGrid: "I couldn't believe it. Our guys in the field just snapped this thing up. It's a beautiful tool." It was a relief for everyone at the office when the field team adopted it quickly and enthusiastically. The onsite team already had tablets, so it made sense to give them access to everything they needed. The entire Raymond Group team reaped huge benefits. "It keeps everything we need right at our fingertips. It's amazing to me," said Kim.

John Ben (JB) Pascua, a Field Coordinator with The Raymond Group, recalls the first time he saw PlanGrid, calling it "a game changer." The team dropped paper blueprints and learned to quickly navigate over 5,000 pages of electronic drawings. It let the foremen access all of their blueprints, wall types, layouts, and locations at a moment's notice.

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– **Kim Lorch**, VP and Area Manager of The Raymond Group’s Las Vegas division



Implementation and usage

The team began using access reports that documented scope changes right on their plans, using photos, notes, and dates. With PlanGrid, they were able to capture the cost of rework and present them in a way the contractor could understand. It meant they were able to perform high-quality work and close out quickly.

On this particular project, the team used electronic drawings to access the same information they would have normally gotten from paper blueprints, and issue tracking to help them stay on schedule by uploading pictures of problems in the field, adding notes, and assigning each issue to the responsible party. The project manager was then able to create reports for the GC, sharing key project information directly from the field. Without that real-time communication, the GC would have been out of the loop.

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JB’s team had a few favorite PlanGrid features, including **progress photos**, which would get shared by users to the master set. Previously, the office managers would never have seen that type of update, except on their monthly visits to the field. With the progress photos, they could see updates as they were happening.

Hyperlinks were also a team favorite. Setting up links to other pages was incredibly convenient and alleviated the need to manually search through sheets. When anyone made a hyperlink and pushed it to the master set, everyone else could use it too. That saved a lot of time over the course of the project.

RFIs were a life saver for the team because the GC could post them instantly—it used to take weeks to get answers back to the field. With PlanGrid, the whole team could see the RFI, and the GC could answer it immediately without paperwork. JB felt like he was dropping himself into a location on the iPad, and could deal with the situation as if he was physically there.

Results

The most significant impact PlanGrid had on The Raymond Group was the ability to document issues in the field in a way that made it easy for their customer to understand, therefore increasing their recovery of costs. They used to only have a 70% recovery of project delays and impacts. With PlanGrid, they drove that up to 90% recovery—just from improved issue documentation.

The Raymond Group also saved 5 hours per week per person. Resolving issues, updating drawings, and looking for details are easier than ever before, now that they have PlanGrid.

Before PlanGrid, The Raymond Group also estimated that they could eliminate 90% of their drawings. Within a year of using PlanGrid, they had eliminated all of them. Those savings alone justified using PlanGrid: “We used to get a truck to deliver our plans. Six to eight sets of drawings had to be transported. That’s thousands of pages printed every time we made an update. It was incredibly expensive,” said JB.

During construction, a foreman was on each of the eight levels. With at least 5,000 pages on an iPad at a time, each person would have needed a cart with 200 pounds of blueprints on it in order to carry the same number of sheets with them. It just wasn’t possible—or practical. And as far as accessing the most up-to-date information easily? As Kim put it, “How can you calculate the value of your guys having the right information all the time? It’s just incredibly valuable that they do.”

Throughout this two-year project, PlanGrid helped The Raymond Group meet its schedule, cut costs, and stay on track to successfully finish a massive project.

29% increase in recovery of impact costs

from improved documentation of issues for their customer.

60 hours per week saved across the team

so they could stick to the aggressive construction schedules common in Las Vegas.

100% elimination of paper costs

from documenting and collaborating on the entire project within PlanGrid.

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