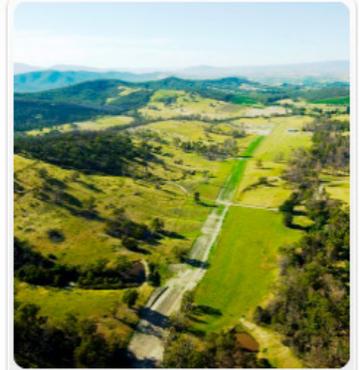




# PIPE AND CIVIL



## Pipe And Civil : Case study Industry: Civil Construction

### PIPE AND CIVIL

Pipe and Civil Pty. Ltd. is a civil construction company that builds and installs water and gas pipelines across Australia. When their current software solution didn't meet their critical need of easily connecting field-based project managers with the home office, they chose IPM, a Certified for Microsoft Dynamics® CRM solution delivered by IPM Global Pty. Ltd.

Pipe and Civil now can better manage projects, meet budgets, and ensure on-time delivery with widely adopted, easy-to-use project management tools.

### PREVIOUS SITUATION

Less than two years ago, Pipe and Civil implemented a competitive solution from MYOB and Workbench to improve their project management capabilities and to facilitate expected company growth.

However once the solution was up and running Pipe and Civil discovered several problems had developed which would need to be addressed. These problems included Job cost information not being immediately visible to the field staff and a lack of usability in the system which was seen to cause slowdowns in their current projects as well as prevent further company growth.

Management became aware that not only was the solution not being adopted by their field employees, it also wasn't helping them improve processes. They knew they needed a different solution.

### SOLUTION

Pipe and Civil turned to IPM Global because of their expertise in the construction industry and their IPM product, software built specifically for streamlining project management. In addition, they wanted to connect their front- and back-offices, and found IPM's seamless integration with Microsoft Outlook and Microsoft Dynamics® NAV to be a great fit for their needs.

The integration allowed the exchange of critical data between IPM and Microsoft Dynamics® NAV in order to provide quicker and more convenient access to information whilst staying within the same program environment.

### ABOUT PIPE AND CIVIL

Pipe and Civil is a leader in the civil construction industry with a strong track record in building pipelines. At the heart of Pipe and Civil you will find highly experienced, well qualified and motivated employees, with over 150 project staff and more than 30 managers and administrators nationwide.

Their services include cross country pipelines, CSG gathering networks, Gas pipelines, DICK, MSCL, HDPE and GRP pipelines, reticulation works, water infrastructure, pump stations, road and council infrastructure, mechanical installations, bridges, culverts, excavation and earthwork.

### ABOUT IPM GLOBAL

IPM Global is a software development company that specializes in developing and delivering current platform business software for the construction, engineering and project related industries.

With over 20 years of first-hand experience working and implementing solutions to these industries IPM Global understands what their customers want and need to bring their projects in on time and ahead of budget.



The data exchanged between IPM and Microsoft Dynamic NAV include:

- Customer information, including names addresses and contacts
- Supplier information, including names addresses and contacts
- Subcontract Information – to the Procurement System
- Variation information – to the Projects Ledger
- Progress Billing invoices

#### **BENEFITS**

Because IPM is designed to work within Microsoft Office Outlook®—an application Pipe and Civil project managers already used—the company have enjoyed broad adoption across their company, with 23 IPM users and four Microsoft Dynamics NAV users.

Project managers now get automated alerts when exceptions are encountered, helping them respond quickly to manage costs and avoid escalations. With easy access to project documentation and automated change order workflow, the company has a complete paper trail that helps improve communications and delivery quality throughout projects.

Other benefits noticed by management include:

- Broad user adoption within a 2 month period
- Full end to end integration from the field to the back office
- Full PO and Subcontract approval processes from the field to the project manager and to the accounts team
- Improved and timely job reporting and forecasting
- Platform benefits increased productivity e.g. ability to seamlessly integrate an SRS report to Excel

#### **FUTURE**

Pipe and Civil have been very impressed by not only the capabilities of IPM Project Management but by the in-depth knowledge of the IPM Global team who delivered the solution. With further growth, expected as well as the continued drive to improve their Project Management capabilities, Pipe and Civil have discussed a number of future investments into their IPM software infrastructure.

These investments include expansion of analysis of combined project and financial data, development of collaboration utilising Microsoft SharePoint and expansion of system to be utilised as a full CRM system throughout the company.

#### **ABOUT IPM**

IPM Project Management is a Certified For Microsoft Dynamics® software solution that has been developed to meet the complex and individual needs of the construction, engineering and project related industries.

Presented through Microsoft Outlook and seamlessly integrating mail and calendar services with day to day operations, IPM puts project management squarely where project staff spend most of their time.

IPM's ability to create, store and track all project communications, RFIs, drawings and revisions, meeting minutes, change and variation requests, subcontracts and purchase orders combined with the power of Microsoft's xRM platform provides a simple but sophisticated project management toolset

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