



the

For Your

CONSTRUCTION BUSINESS





HOW PARTNERING WITH A MANAGED SERVICE PROVIDER IMPROVES OPERATIONS AND OUTCOMES

Construction is a **vital industry** full of significant opportunity — but to seize that opportunity, businesses must navigate all kinds of **hurdles** and **roadblocks!**

It's an industry that can move all too **quickly** or **not at all.** Projects can swing from monotonous and predictable to chaotic and out of control in an instant. And competition for bids (not to mention employees and subcontractors) can be fierce...

The right technology solutions — and the right technology partner — can provide a competitive edge that sets your company apart.

In this E-book, we'll walk through some of the **major pain points** in the construction industry — alongside each one, we'll show you how working with a **managed services provider** alleviates challenges to business success!











PHISHING SCAMS AND OTHER FINANCIAL SCHEMES

The construction industry moves quickly and deals with invoices and communications from numerous suppliers, vendors, and subcontractors.

Making matters worse, key decision-makers may handle these communications in less than ideal conditions: it's not hard to imagine responding from a dusty mobile device with a cracked screen on a job site with poor connectivity.

In this environment, bad actors attempt to gain access to information and credentials through phishing schemes and other financial and data attacks. They may impersonate a supplier or a well-known vendor, and they may ask for details or information that doesn't seem all that out of the ordinary. But give the wrong information to the right scammer, and your company is in for a world of hurt.



SOLUTION:

EMAIL SECURITY AND PHISHING PROTECTION

Your managed services provider can implement robust email security solutions that include phishing protection and other security elements, stopping more malicious messages from reaching inboxes in the first place.

Tools such as Microsoft Defender, Proofpoint, Sophos, and IRONSCALES leverage Al-driven phishing detection to root out attackers and keep your personnel safer.











BID AND RFP MANAGEMENT

Keeping track of bids and RFPs is a hassle. And as a construction business grows, this part of operations can become hard to manage well. End clients have differing requirements, forcing construction companies to tweak their workflows a dozen different ways.

It's even difficult to put in place repeatable processes because of the need to create, submit, and store project bids and RFPs in all sorts of formats and systems.

The result: significant amounts of manual work with a high potential for human error. Each error tends to be costly as well, creating rework and delays.



UNIFIED PLATFORM FOR BID AND RFP MANAGEMENT

MSPs can procure and configure a centralized platform that can handle all the necessary parameters and details involved in managing bids and RFPs. Systems such as Procore or **Buildertrend** can streamline and even automate bid and RFP submission, tracking, and storage. It's even possible to do so across multiple formats and client systems.

By unifying systems and processes for bid and RFP management, construction businesses can reduce manual work and the errors that come with it, freeing up resources to keep the business moving forward in other ways.









MANUALLY CONVERTING BIDS TO INVOICES

When a bid or RFP turns into a job to be done, there's even more manual paperwork to deal with. Whatever system or format that bid took, now it's time to convert it into an invoice (or multiple invoices).

Here just as before, the work is tedious and manual, taking up valuable time from your office personnel. And like any manual process involving copying information from one place to another, the risk of introducing errors is high.



AUTOMATED BID-TO-INVOICE CONVERSION

Several financial applications exist that can convert bids into invoices seamlessly, but none of them are ready to operate out of the box. These applications must be implemented carefully and integrated with existing tools (including the bid and RFP management platform mentioned earlier).

A qualified MSP can implement and integrate tools that allow your firm to automatically convert bids to invoices, once again saving time and reducing the likelihood of introducing new errors.













PERSONNEL CHALLENGES (SUBCONTRACTORS AND CREW)

Construction firms face plenty of challenges around personnel. One is finding and securing subcontractors who reliably meet their commitments and do high-quality work. Another is managing crew dispatch, ensuring that the right crews consistently reach their iob sites on time.

Both of these challenges are made worse by a tight trades labor market where there's often competition among companies for the same workers. Subcontractors may have more jobs coming their way than they can realistically handle, contributing to issues with both reliability and quality.



SUBCONTRACTOR AND FLEET MANAGEMENT TOOLS

By engaging a managed services provider in a vCIO consulting capacity, construction companies can develop and implement systems to manage both subcontractors and dispatch. These systems can:

- Vet and track subcontractors
- Ensure the quality of subcontractor work
- **Optimize crew dispatch**
- Align crew size and specializations to the needs of each job site
- Provide real-time tracking of crews
- Offer task management capabilities

Together these systems will increase efficiency, reliability, and on-time completion of projects.











DEVICE WEAR AND TEAR

Dispatch needs to communicate with job site personnel, but the hardware and mobile devices used on the job site tend to take a **beating.** The added wear and tear leads to a quicker replacement cycle and numerous problems when devices break prior to replacement.

Needless to say, replacing hardware more frequently (and on a rushed or emergency basis) is costly, time-consuming, and disruptive.)













COMMUNICATION DELAYS AND INEFFICIENCIES

In any construction project, circumstances can change quickly. And since firms typically have personnel and subcontractors deployed across numerous projects in different physical locations, communication can be a challenge.

Here's an example. Say you discover an **incoming delay** on a job site or end up needing to make a last-minute change. You need to get this information to numerous personnel, but you aren't anywhere near the job site. Phone calls go unanswered, emails sit in inboxes, or only half of the people who need the communication see it.

The end result: inefficient, avoidable delays, rework, and wasted time.



MOBILE-FRIENDLY REAL-TIME COMMUNICATION **PLATFORMS**

Modern real-time communication and collaboration tools such as Microsoft Teams and Slack enable smoother one-to-one and group communication that works better than email for real-time comms. These platforms include instant messaging, voice messaging, and voice and video calling so your field teams and office personnel can stay in touch at all times. Dispatch can inform teams of any changes or delays, keeping field personnel engaged and on task.

Bonus: these platforms are mobile friendly. That means you can pair these with the rugged devices mentioned in the previous solution for a mobile-first comms solution that holds up on every job site.













HIGH EMPLOYEE TURNOVER

Like any industry experiencing a labor crunch, the construction industry is plagued with high employee turnover. This creates numerous trickle-down problems, including:

- Time lost to onboarding and training new employees (especially with inefficient or manual processes)
- Frequent provisioning of new devices and decommissioning of devices from employees who move on
- **Inefficient work** as new hires take time to become fully productive

Of course, employers can and should do what they can to reduce employee turnover, but turnover will always be a challenge to navigate within the industry.



AUTOMATED ONBOARDING/OFFBOARDING AND DEVICE PROVISIONING/DECOMMISSIONING

With the right mix of technology solutions, construction companies can automate many aspects of personnel onboarding and offboarding. Basic training and orientation information can be delivered via video using a CMS or LMS, ensuring every new hire gets the same information.

Software tools can help with device provisioning and endpoint management along with decommissioning devices when employees move on. Microsoft Intune and Jamf Pro are two tools that can speed up device management, saving organizations time and increasing their level of security and compliance.











The construction industry faces **many challenges.** But at the same time there are countless tech-fueled opportunities to simplify operations and accomplish more — **especially for businesses who are ready to take the next step!**

By modernizing operations and adopting the right tools and processes, your firm can gain a competitive edge in terms of speed, efficiency, accuracy, and responsiveness.

Partnering with our team is the smart choice for businesses in the construction industry: we understand what it takes to succeed — **especially the resources needed to bring businesses into the modern era.**

Ready to explore what we can accomplish for your firm?







