

“Having the Good devices in our hands allow us to be more responsive to our contractors, our subcontractors, our owners, and allow decisions and information about our jobs to flow more quickly.”

Gregg Davis, CIO
Webcor Builders

Good Technology helps Webcor achieve “Value through Innovation.”

Consistently ranked in the Forbes 500 largest privately owned companies and the Engineering News Record Top 400 General Contractors, Webcor has long been recognized as a leader in commercial construction. The Northern California-based company currently has over 1.7 billion in construction business under contract, with 8 permanent offices and 32 temporary jobsites under management.

THE CHALLENGE

To meet its overarching goal of ensuring all projects are completed on time and under budget, Webcor has been continuously involved in increasing the immediacy and effectiveness of communications with its onsite teams and mobile employees. Its customers demand a high-level of availability and responsiveness via email if contracts are to be awarded, and the company's productivity is in turn affected by the speed at which workers can communicate with the architects, contractors, and manufacturers that are key to every project. To remain competitive, Webcor needed to bring high-availability phone and email communications directly into each one of its jobsites, without requiring multiple devices or complicated development on the backend.

WHY GOOD TECHNOLOGY?

Webcor had invested heavily in hardware and software applications based on Palm OS, making a Palm-based solution a key requirement. This effectively eliminated solutions built on proprietary systems such as RIM's Blackberry devices. Laptops with WiFi access offered poor connectivity within the steel and concrete environment of the company's jobsites. And email devices like Ricochet still required users to carry a cell phone and a laptop or PDA to manage their day-to-day business.

GoodLink on palmOne's Treo 600 smartphone, however, allowed Webcor to create the kind of responsive technology solution they needed: enterprise email access with reliable connectivity, push-based synchronization, and centralized IT management, with a rugged built-in phone and PDA for instant access to tasks, scheduling, calendaring, and other key functions.

THE SOLUTION

Webcor's onsite workers and mobile employees can now engage in proactive, real-time communications without being hampered by cumbersome devices. Not only are they able to be instantly responsive to customer requests without leaving the worksite, they can rapidly





“We’ve gotten extraordinary support from Good Technology about our technical and deployment questions. Response time is phenomenal. They far exceed the support levels we’ve gotten with anyone else we have large support contracts with. We get the right answers when we need them.”

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manage project questions, updates, and changes without losing valuable work time or money. Good’s push-based synchronization allows Webcor to ensure its project managers always carry the very latest information on every aspect of a job, and the Treo 600’s built-in camera even allows workers to quickly snap pictures of specific construction components, send it to the architect or designer with a question, and receive instant diagnosis or clarification with virtually no delay at the job site.

Replacing the Laptop: GoodLink on the Treo 600

Integrating Good Technology into the Treo 600 smartphone allows busy enterprises to easily and cost-effectively give their mobile workers all the communications functionality of a laptop in a radically reduced form-factor. The Treo 600 provides wireless email access, Web browsing, access to corporate databases and applications, integration support for common Microsoft Outlook

applications, and support for thousands of third party Palm OS applications. Plus the Treo utilizes the familiar Palm OS/Outlook user interface and a comfortable wireless phone and built-in camera that expands its capabilities far beyond the average laptop. For more information on GoodLink, visit us online at www.good.com.

THE RESULTS

Webcor’s Good solution has provided increased productivity and efficiency at every level of the organization. It enables them to be more responsive to their constituents and maintain project workflow with faster communications and decision-making. Onsite staff can walk the job, manage day-to-day decisions, update changes, review designs, and answer questions without abandoning the jobsite. Davis believes this translates directly into cost savings: “The faster we can get information, the more we can save time, save money, increase productivity, and have a happier client.”

Webcor also feels their Good Technology solution clearly demonstrated to their customers that they are a technology leader, continuously using technology in an intelligent way to improve their construction projects. And the internal response has been overwhelming. After gaining positive results in the initial rollout, Webcor offered its workers a GoodLink-enabled Treo 600 and a desktop computer in exchange for the laptops they were currently using in the field. The company cannot keep up with the requests to replace the equipment. Gregg Davis, Chief Information Officer for Webcor estimates that, while the swapped equipment carries about the same price point, they are getting “ten-times the productivity.”

The company has already expanded the use of GoodLink by implementing GoodLink Forms that track expenses, timesheets, and other valuable functions right from the job site. And Davis reports that project managers are proactively collaborating with other workers and jobsites to better manage issues in real-time. “These devices have created incredible flexibility and productivity for our staff,” said Davis. “We have been searching for 5-6 years for the ultimate mobility device, and we believe we have hit the jackpot. Our hats are off to Good.”



For more information, please call 866 7 BE GOOD or visit www.good.com