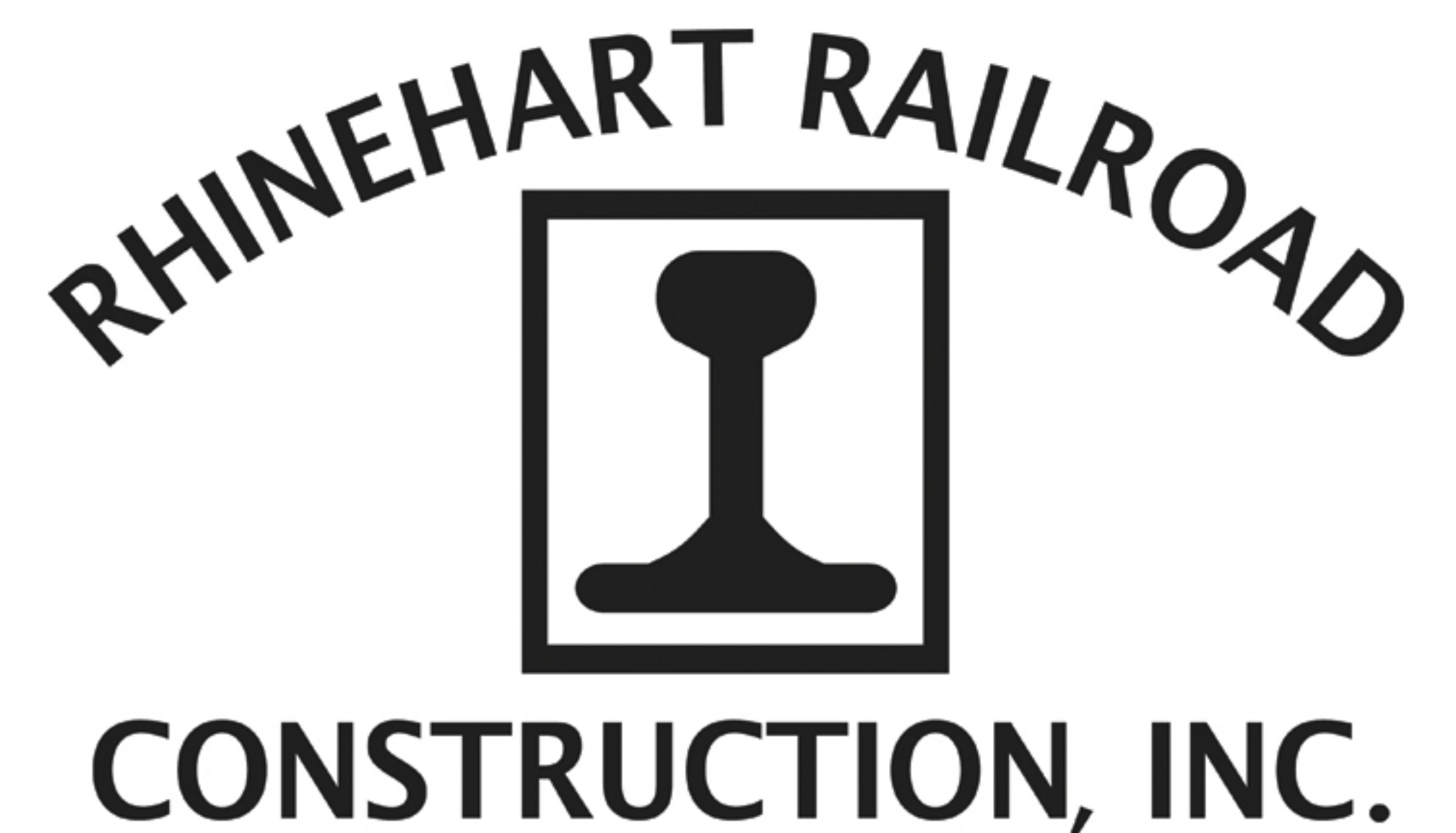




# FINALLY, SOMETHING FOR THE FIELD



## Leading Railroad Construction and Engineering Firm Selects eSUB for its Best in Class Customer Service and Productivity platform.

eSUB's broad-range of mobile features and project capabilities helps electrical contractor reconcile project financials using QuickBooks, and increases communication to keep field teams at peak performance.

### Construction & Engineering Firm

Rhinehart Railroad Construction, Inc. (RRC) is recognized as one of the nation's premier railroad construction and engineering companies. Like many construction companies, they explored other software programs to assist them with services such as new track construction, track maintenance and rehabilitation, engineering, rail welding, thermite welding, signal work, street sweeping, earthwork, and site development. What they discovered is that not all technology vendors are created equal.

### Situation

After a year of trying to get another construction project management solution to work for their team and experiencing poor customer service, RRC approached eSUB Construction Software.

“Our team lost a tremendous amount of money and time trying to work with the other vendor to implement their product, said Chris Wysocki, Safety Officer, and IT Manager, at Rhinehart Railroad Construction. “They promised an innovative platform, yet required our team to configure the system’s workflows, and much more. The system wasn’t intuitive for the office staff and field workers and riddled with bugs and promises of so-called enhancement requests.

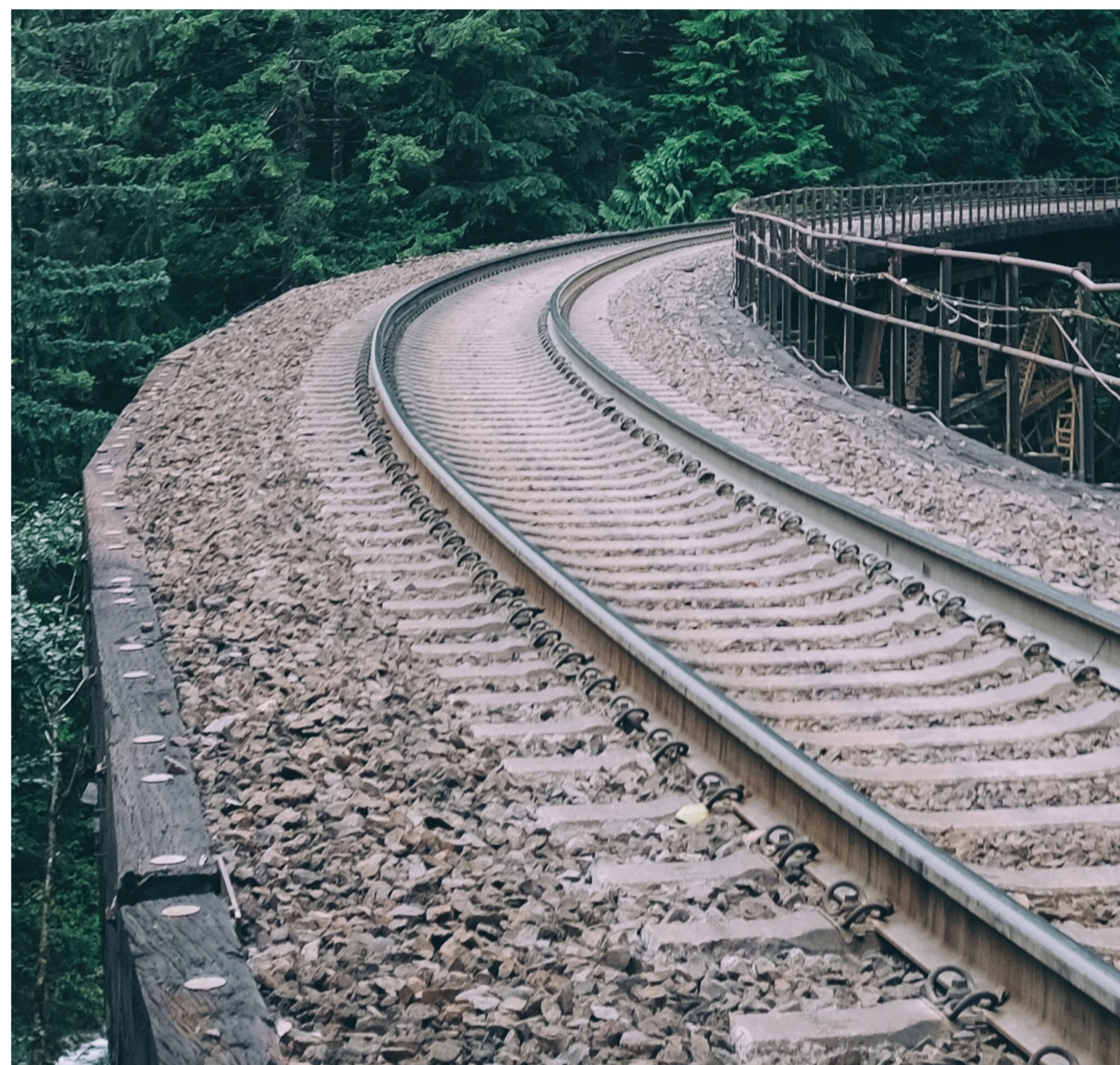
Most important, the customer service was not sufficient even though they had a local customer support representative near our headquarters. “The ‘expense-to-value’ ratio was so upside down; we couldn’t afford to do business with them

anymore. I have been part of three software launches, with information migration, in my history as an I.T. Manager, with different firms. The eSUB launch was the easiest and smoothest so far,” said Wysocki.

### Finding a user-friendly and flexible solution that produces high-value returns.

RRC approached eSUB to run a 30-day trial of the software-as-a-service platform as an easy entree flexible solution to demonstrate high value for the subcontracting firm. “After our previous nightmare, it was paramount to evaluate the software and eSUB’s client service team to determine if it was the right fit RCC,” said Mr. Wysocki.

*“As great as the software is, eSUB’s superior customer and tech support services is what truly separates them from the competition.” – RR Construction*





After the 30-day trial, we found eSUB's mobile cloud-based software to fit our team perfectly. But, more important was their customer service is what truly separated them from the competition. We're still in the process of implementing the number of other features the platform offers, but we already see quantifiable results from only using the Field Works Mobile App for Daily Reports in the field, in just two months!

### **eSUB Daily Reports saves 15 Field Supervisors hours every day.**

RRC Field Supervisors used to spend hours writing and submitting daily reports on projects. Today, with eSUB, the task takes minutes. With eSUB's daily report module, RCC users create detailed daily logs tracking weather, crew mix, labor performed, delay and disruption hours, accident reports, equipment, visitors and comments. The module monitors internal issues as well as enables Field Foreman to submit standard forms to the Principal Project Managers. RCC's dailies track actual labor progress against estimates for up to date labor productivity.



Mr. Wysocki estimates that RCC saves thousands of dollars on every project in productivity gains. "Field Foreman and Principals leverage eSUB's all-in-one platform for daily project delivery activities and efficiently provide reports to the back office. eSUB helps save significant time and money as well as removes the guesswork in delivering projects on time and within budget."

## **INTEGRATED PROJECT DELIVERY SOFTWARE**

eSUB's mobile and cloud-based project management platform offers the core technologies necessary to manage the entire project lifecycle, including:

- **RFIs**
- **Daily Reports**
- **Change Orders**
- **Submittals/Transmittals**
- **Purchase Orders & Pay Applications**
- **Project Summaries & Meeting Minutes**
- **Correspondence**
- **Virtual Filing Cabinet**
- **Issue & Equipment Tracking**
- **2-Way Email Integration**
- **Drawings**
- **Contact Management & Calendars**
- **Time Card Management**
- **Document Management**

### **Customer Service and Tech Support is what differentiates eSUB from other vendors.**

Understanding where RCC came from after a year of attempting to work with a competitor's system and service team doing more harm than help the company was top of mind for eSUB. RCC felt significant trepidation migrating to another project management and document control system. Never the less, their expectations were high and paramount to making a decision to go with eSUB.

"Customer Service cannot be overstated when you have new technology that is crucial to driving projects, people and money across the enterprise, said" Mr. Wysocki.

"Wasted time can kill your profit margins, and eSUB made it easy to implement their platform. eSUB's client service team was fantastic during the trial program and after the full roll out. The guys knew our business, our previous challenges, our circumstances and where we needed easy-to-use technology with people, and our workflows to be on the same page."





## Finally, there's something for the field for Rhinehart Railroad.

- Real-time access to project data from any Internet-connected device
- Consistent and auditable workflows and processes
- Improve field to office communications
- Reduce response times with instant notifications and alerts
- Increase efficiency and productivity of distributed teams
- Improve accountability with documentation, tracking, and record keeping
- Reduce risk, rework, and operational costs
- Increase ROI on every project

### Rhinehart Railroad Construction

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**Please visit [www.esub.com](http://www.esub.com) for a free online demo.**

