CASE STUDY

Saving Lives:
University of Maryland
Medical Center (UMMC)

FACTS

- One of the nation's oldest academic medical centers
- Provides comprehensive care for the West Baltimore community and teritary care for Maryland and the surrounding area
- Comprised of 2 hospitals in Baltimore

DIRECTIVE AND PROJECTS

- $40 million annual capital improvement program
- Responsible for keeping all hospital facilities in top condition in addition to major new building efforts
- New projects include construction of a $600 million hospital, ambulatory tower design, and planning for a $175 million cancer center expansion

"Prior to e-Builder, it would take 8-9 hours to compile a comprehensive utility outage report—now it's 30 minutes."

Bret Elam
Project Manager

Challenges

DECENTRALIZED DOCUMENT SYSTEM

Documents were scattered amongst an internal file structure, paper files, and various email accounts, but staff was heavily dependent on contractors to house critical information

OUTDATED FIELD PROCESS

Regular site surveys to document progress on new builds or renovations were done with paper on clipboards

CHASING A PAPER TRAIL

Team members were focused on hunting down paperwork instead of focusing on valuable activities

LENGTHY REPORTING PROCESS

Took 8-9 hours to compile a comprehensive utility outage report

Solution

e-Builder's centralized document management system to store, sort and manage the immense amount of information generated across the life of every project

Use a tablet to utilize the e-Builder Mobile app in the field for site surveys; the team is automatically notified when contractors have filled out the site surveys

Utilize the e-Builder Reports Module for preparing reports to internal and external stakeholders

"A PMIS allows our project managers to focus on things that we want them to focus on. With e-Builder, we're saving time by eliminating the non-value add activities. Instead of chasing a paper trail, they can focus on visiting the jobsite and solving issues that arise. They have more time to focus on getting projects done faster for our staff and patients."

Bret Elam
Project Manager

Benefits

MEASURABLE TIME SAVINGS	AUTOMATED AUDIT TRAIL	DRIVING QUALITY
Comprehensive utility report went from taking 8-9 hours to compile down to 30 minutes	Central repository stores all data improving accessibility, collaboration and communication while maintaining version control and providing an automated audit trail	Eliminating the non-value activities has allowed Project Managers to spend less time on admin duties and more time on driving schedule and quality

"We proactively send reports about project progress, etc. Easy presentable reports alleviate a lot of questions, confusion and inconsistency."

Bret Elam
Project Manager

e-Builder. Customer Story