

## DocuShare streamlines ISO processes and delivers remote document access to **Barton Malow**

Barton Malow offers comprehensive pre-construction planning, contracting, and construction management services to build healthcare, education, stadium, and corporate/industrial facilities all over the U.S. Headquartered in Southfield, Michigan, Barton Malow is consistently ranked as one of the top 20 builders in the nation, and is proud to be one of the most technologically sophisticated construction firms in operation today. The company's Technical Services division, made up of a team of full-time engineers and architects, supports its high level of vertical market expertise with reliable estimating, project planning, value engineering, and manpower planning. Barton Malow employs 1,550 full-time staff, including more than 825 trades personnel, with regional offices in Maryland, Virginia, Arizona, Ohio, and Georgia, and project control centers established at all major construction sites around the country.

### **Managing ISO Standards with DocuShare and Oracle Tutor**

In 2001, Barton Malow began to store its International Organization for Standardization (ISO) Standards documents in DocuShare by integrating DocuShare with Oracle Tutor, an application that generates standard ISO documents. Now the company can rapidly generate new ISO documents with just a few clicks.

- Oracle Tutor creates new documents using formatted ISO templates
- Oracle Tutor generates HTML for the document
- The application points to DocuShare
- ISO documents are indexed and stored on the DocuShare site

The company also stores all its ISO manuals in DocuShare, so users can pull whatever reference they need into Oracle Tutor to generate the required ISO document.

### **The Challenge**

In 1997, Barton Malow engaged in an ongoing mission to use strategic technology adoption as a competitive advantage. As part of that initiative, the firm made a majority of its corporate documents available to its employees via shared Microsoft Outlook folders accessed through its intranet site. Relevant documents included industry—and task-related materials such as quality manuals, financial logs, IT documentation, management processes, and project management guidelines, as well as human resource documents such as new employee packets and insurance enrollment forms. Maintaining this process proved cumbersome

for Barton Malow's IT team to manage, however, as each document had to be individually placed into the Outlook folders before it could be available. Downloading and using the primarily PDF documents was also proving to be a challenge to end-users. PDF's could not be indexed for searching, making locating the required document difficult, and, although the company had proactively connected its remote project locations via a corporate wide area network (WAN), not all locations were utilizing high-speed connections, making document retrieval over Outlook a tediously long process. As complaints from the field increased, Barton Malow knew they had to find a document management solution that enabled reliable download times, easy indexing and searching, and hands-off IT management.

### **Why DocuShare?**

According to Phil Go, Barton Malow's Chief Information Officer, the company leveraged its existing relationship with Xerox and selected DocuShare as their solution because "we were looking for a way to manage documents, and the theme of 'The Document Company' resonated with us." DocuShare provided the key benefits Barton Malow was looking for: simple indexing of all document types, including PDF, for quick retrieval; one-click access to the DocuShare application through Barton Malow's intranet site, regardless of the Internet connection and with no client software required; and an easily deployed and managed solution that didn't require IT to update documents on a daily basis.



**The Results**

"With DocuShare, IT doesn't have to get involved all the time," said Jim Herubin, Systems Programmer/Analyst. "We just set up the permissions, designated some departmental administrators to manage the occasional tasks, and that was it." Before DocuShare, the IT group had to update its policy documents every three days. DocuShare empowered document owners to manage their own updates—completely removing IT from the loop. Barton Malow's IT administrators have been relieved of a highly tedious task, are enjoying greater job satisfaction, and have the time to manage more critical, and profitable, projects.

**Xerox Multifunction Devices are part of Barton Malow's document management solution**

Barton Malow, a long-time Xerox customer, keeps networked, scan-enabled multifunction devices (MFDs) in their regional offices, as well as Phaser laser printers and a Xerox production digital copier. Using the WorkCentre Pro 75, and a variety of Document Centres, employees use the Scan-to-Email feature to scan and send hard copy documents between locations. Documents digitized into PDF can later be stored in DocuShare. Barton Malow is investigating multiple solutions for scanning documents directly into DocuShare, enabling quick document storage from all its remote job sites.

DocuShare has provided a number of other substantial benefits to Barton Malow. DocuShare's 'Guest' (read-only access) feature allowed the company to create the right ratio of licensed seats-to-Guest accounts required to cost-effectively meet the needs of their entire organization. Using the DocuShare Windows Client allowed the firm to drag masses of documents from Windows directly into DocuShare for automatic indexing—this feature saved a week or more of IT time in the initial rollout alone. The company has also experienced a reduction in the amount of email and snail mail required to distribute documents to remote offices. Users can simply point to a URL on the DocuShare site to rapidly disseminate necessary information, leading to improved responsiveness and more productive work processes overall.

In fact, Barton Malow experienced such significant benefits, so rapidly, that they chose to serve as a referral site to Daimler Chrysler during the automaker's recent consideration and adoption of DocuShare.

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**The Future**

Barton Malow's IT team maintains a proactive policy of technology adoption, with an eye toward a competitive advantage. This can translate as faster business processes, more projects completed on time and on budget, and a greater degree of sophistication when communicating with clients and end-users. "We have used information technology generally, and tools like DocuShare specifically, to run our business better, to differentiate ourselves, and improve our nimbleness on a day-to-day basis," says Phil Go. "To make us proactive, not just reactive." Barton Malow's CIO believes that technology is never about the solution, but about how it can be implemented to advance strategic business goals. DocuShare is a powerful example of just this kind of proactive IT management. According to Go, "The time we've saved with DocuShare—that's the kind of ROI we're interested in. We would be in trouble if we gave up this technology."

**About DocuShare**

DocuShare, a highly intuitive and secure Web-based document management application, enables document intensive organizations of all sizes: from small to mid-sized businesses, to global organizations to dynamically capture, manage, retrieve, and distribute information easily, regardless of skill-level or location. DocuShare customers can significantly improve productivity, streamline business processes, and reduce the time and cost of managing documents and critical information. Leading the industry in speed of deployment and ease of administration and use, DocuShare is the only cross-platform, document management solution to significantly reduce IT requirements resulting in lower TCO (total cost of ownership) and fast ROI (return on investment). Tightly integrated with Xerox Document and Work Centre Pros, DocuShare 3 can manage both hard copy and electronic content with unsurpassed ease and convenience.

**For more information on DocuShare, contact a Sales Representative at 1-800-428-2995, or visit us online at <http://docushare.xerox.com>.**