



Customer Success Story | Construction

# G.A. West, & Co., Inc.

## Automating document control in industrial construction

### The Challenge

As a full-service, major market industrial construction company, G.A. West & Co., Inc. has a very wide range of projects and customers. With regulatory document management requirements varying across customers and anywhere from 200 to 5,000 documents and drawings per project (that can sometimes have multiple revisions), the demands on the company's Document Control department were overwhelming.

G.A. West needed a solution to help resolve the document management and version control challenges it faced.

That's when the construction company turned to Penta Technologies to find a solution using OnBase by Hyland.

### The Solution

#### Removing the burden of manual processes

With potentially thousands of documents and drawing revisions coming in per project, eliminating as much manual work from the process as possible was a key goal. With OnBase, G.A. West automated the extraction, recording, labeling and stamping of construction drawings.

"Now, when drawings or documents for projects are received from our customers, they are brought into OnBase, indexed, automatically assigned system generated tracking information, stamped and sent to the correct project folders within the system. We no longer have to manually process these documents and track them in spreadsheets," says Amy Roberts, Document Control manager at G.A. West.



#### CUSTOMER

G.A. West, & Co., Inc.

#### INDUSTRY

Construction

#### SIZE

1,200 employees

#### LOCATION


Mobile, Alabama

#### DEPARTMENTS USING ONBASE

Document Control

One platform **Unlimited potential**

**OnBase**<sup>®</sup>  
by Hyland



**“OnBase provides our project team members in the field with remote access so they can find documents needed for their project instantly. Now we have assurance that they always have the most current versions of drawings.”**

- Amy Roberts, Document Control manager, G.A. West

OnBase also automated the version control process, cutting out the complicated method of reviewing revisions as they come in and manually shifting versions into current and previous folders. Now, as drawing revisions are received, OnBase captures the documents, automatically identifies which project folder they belong to, and replaces the previous version with the newer version. It even archives the old versions into a separate folder so that there is no confusion as to which documents are the most up-to-date.

By creating a central, electronic location for drawings and automating the version control process, the Document Control team can complete their work in roughly half the time while also eliminating common oversights — massively increasing productivity and promoting accuracy.

#### **Increasing visibility and accountability in the field**

Improving Document Control in the corporate office was important, but better access from job sites was also crucial for the industrial construction company.

“OnBase provides our project team members in the field with remote access so they can find documents needed for their project instantly,” says Roberts. “Now we have assurance that they always have the most current versions of drawings.”

Mobile access to OnBase removes the need to ship physical copies of drawing revisions to job sites and removes conditions in which version errors would be more likely. OnBase provides visibility for field employees and increases their accountability by ensuring that they have quick, easy and searchable access to critical documents.

#### **The Difference**

##### **Increases visibility with dashboards for drawing logs:**

OnBase provides the company with dashboards that track the important information for every project. This enables employees to immediately see all data surrounding a project at a glance and empowers them to make key business decisions faster. It also allows them to report back to customers quickly, and to effortlessly turn over documents required for project completion.

##### **Removes the cost of physical document storage:**

OnBase creates a central electronic location for G.A. West to store its documents and drawings, removing the need to rely on physical file storage. This allowed them to save thousands of dollars by cancelling leases on storage facilities.

**Adds strength to existing advantage:** Document Control services were already a competitive differentiator for the industrial construction company, but with OnBase, they can provide those services twice as fast. This enables the organization to build on an existing strength, making them a first choice for potential customers.

Learn more at [OnBase.com](https://www.onbase.com) »