



Microsoft Office System Customer Solution

Case study

“The Information Center is a huge time saver for our company, there isn’t the need to waste time going around the office trying to find information – if it was done, it is in the Information Center.”

Tracy Wright

Sawhorse Designers & Builders



Home Remodeling company implements Eris™ structured data management system to control electronic files generated during the planning, design, and build of luxury remodeling projects.

Sawhorse Designers & Builders, Inc is a privately held company owned and operated by its original founders. Their facility in Robbinsdale, MN provides a central location where different departments work cohesively within a team-based process to take clients from the initial conceptual drawing stage of project planning to the final walk-through inspection of the completed work.

CUSTOMER PROFILE	BUSINESS SITUATION	SOLUTION	BENEFITS
As an experienced Design/Building company, Sawhorse has services to assist clients in many ways. Their full service process guides clients through the phases of collaborative work with Sawhorse professionals to design, cost, engineer, and build their project. They offer a menu of services where clients can determine exactly the capacity that Sawhorse is involved in the design and construction of their project.	Electronic files were dispersed throughout the network, local workstations and email boxes. Numerous sub-filing systems, job logs, policies, and management solutions had been implemented to bring consistency to the data flow. However, without 100% commitment (read: compliance) all fell short of providing a one stop location for finding documents, change orders, communications, or project status.	Sawhorse utilizes a .NET based Eris™ system developed by Kaltec of Minnesota, Inc. Customized and branded as the Information Center, the solution seamlessly integrates proprietary CRM, Estimating, and Change Order systems; as well as Microsoft Office, Messaging, and Project Management to provide a complete data management solution.	<ul style="list-style-type: none"> Intuitive interface allows users of various security privilege appropriate access to the data requested. Decrease in network overhead and mailbox bloating. Increased security, reliability, and the ability to backup data from a single repository.



Situation

Sawhorse designers and builders is one of the premier remodeling companies in Minnesota. They specialize in high-end remodeling from room additions all the way to major renovations. Sawhorse has been held and operated by its original founders and has been satisfying their clients since 1977. Located in Robinsdale, Minnesota Sawhorse has a 10,500 square foot showroom facility, which provides a central location where clients can make the many selections, associated with their projects. Sawhorse has been an established company that can provide services to assist their client in many different ways.

Sawhorse is on track to becoming one of the top five remodeling companies in Minnesota, however problems with their file management system was slowing them down.

Three key problem areas:

Electronic files were dispersed throughout the network. As Sawhorse became more dependent on electronic data, the network became bloated and disorganized. Although the staff at Sawhorse was using a database to manage the information going in and out of the office, they were having a hard time with team members accessing the same documents at the same time.

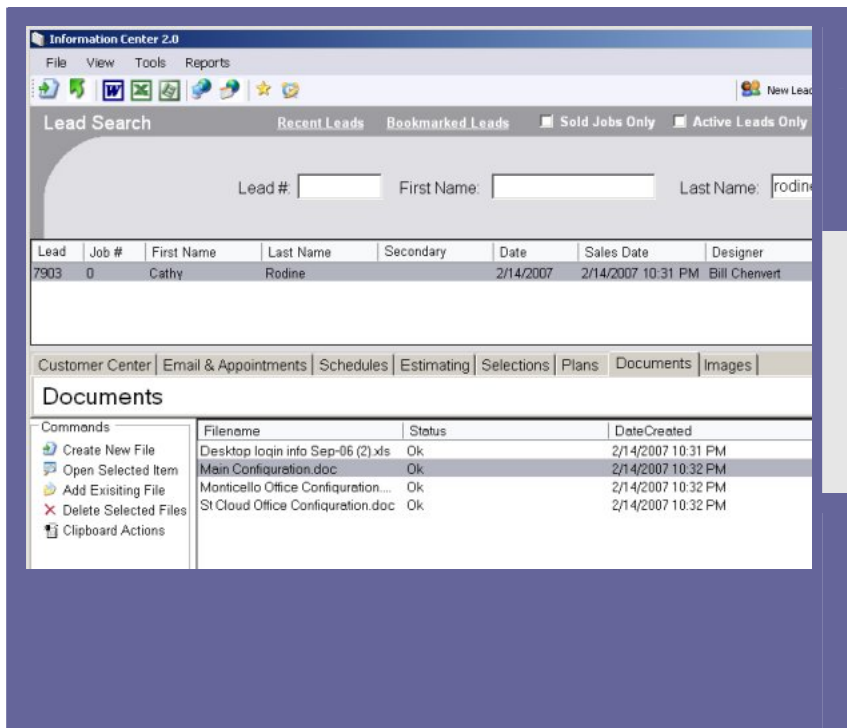
Email was being bogged down.

Team members found the email system an easy way of sharing information. Rather than using the network for file storage, files were often attached and forwarded from member to member. Files were often duplicated 10-15 times throughout the email system. Finding the current or live copy of a file was becoming impossible.

Customer Management. A proprietary CRM system was in place, however only certain departments had access to the information. A balance between 'just enough' and 'too much' information needed to be found. Efforts to train new departments on the CRM system were met with groans of "Not another system!?"

Solution

Kaltec of Minnesota, Inc has designed, implemented solutions and serviced Sawhorse's IT needs for over 10 years. The environment has grown from 2 to nearly 50 workstations. Kaltec's IT professionals knew that they needed to develop a central repository where Sawhorse could manage their existing client and their future leads. Kaltec was able to put all of this together into a customized version of the Eris package, coined to Sawhorse as



File sharing; data security and enterprise wide organization have been revolutionized by Kaltec's Eris product, developed using .NET technology. No longer do employees and managers have to wonder which copy of a file is the latest version or where it is located. Eris takes care of it all.

the Information Center. Eris is part Customer Relations Management (CRM), part Document Management System (DMS), part User Portal. This results in a complete system where multiple users can manage and have access to all of the files that they work with on a daily basis. File history, including an access log and check-in/check-out are automated as part of the system. This enables any user to know the status and history of any file. If the file is checked out you can find out who is using the document and

see if they actually are using it or they just have it opened. This also provides an audit trail, keeping a record of who has accessed the files at any time. The user interface is intuitive and easy to learn. A main objective of the design was to make it the only application users run directly from the desktop. All other applications are accessed through Eris. Thus Kaltec had to cater to an array of unique individuals. Kaltec has achieved their goal in a quality product.

Benefits

- **Intuitive interface allows users of various security privilege appropriate access to the data requested**
- **Decrease in network overhead and mailbox bloating**
- **Increased security, reliability, and the ability to backup data from a single repository**

The logo for Eris, featuring the lowercase letters 'e.r.i.s' in a sans-serif font. Each letter is a different color: 'e' is black, 'r' is orange, 'i' is green, and 's' is blue.

“The Information Center allows whoever is involved in a particular project to be able to find all the information related to that project. That ranges from email conversations to reviewing photos taken at the site to viewing the construction schedule.”

Sawhorse Designers and Builders

For More Information

For more information about Kaltec products and services, call the Kaltec Technology Center at (763) 295-2360. To access information using the World Wide Web, go to:
<http://www.kaltec.com/>

For more information about Sawhorse Designers and Builders call (763) 533-0352 or visit their website at www.sawhorseuse.com.

© 2007 Kaltec of Minnesota, Inc. All rights reserved.

This case study is for informational purposes only. KALTEC MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS SUMMARY.