

HOK Sport Venue Event

AEC project managers discover increased control



“I was always thinking to myself, ‘There’s got to be a better way.’”

Jim Swords often has had to dig out records of old email conversations, but one case was the worst.

“We were asked to document a process we had gone through with a code official,” Jim says. “They wanted all the emails organized in a timeline of who said what, when; and how the emails all went together. Clerical people spent a week finding emails and pulling them into Access™ so we could search and organize the database. It was painful.”

It’s that memory that makes Jim relieved to have found Newforma Project Center software, which includes tools to file and retrieve email with ease.

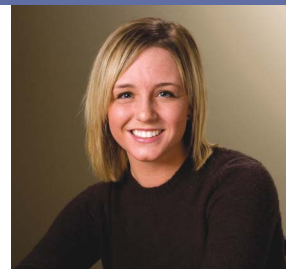
“With Newforma, we wouldn’t have had to worry about it,” Jim says. “When we found Newforma I thought, ‘This is much better.’”



Principal and Project Manager
Jim Swords:
“You can see it has a lot of power.”



Senior Architect
Tom Usher:
“When you get nastygrams from IT, it’s usually because your Sent Items folder is too full.”



Architect Technician
Sarah Klittich:
“It saves us time.”

NEWFORMA CASE STUDY:

HOK Sport Venue Event

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No more “nastygrams”

Senior Architect **Tom Usher** likes an organized workspace. That’s why he likes Newforma Project Center software.

“Previously, people created special Outlook® folders and saved all their messages to their folders instead of deleting them,” Tom says. “I don’t have all these custom folders anymore. I just have my Outlook default folders for Inbox, Sent Items, and basics like that.”

The reason Tom can have such a clean Outlook Folder List is because he files his email with other project documents using the Outlook toolbar that Newforma provides.

“And I use the Newforma search-sort-filter process to find it,” Tom says. “It’s like Google™ for project information.”

Now Tom’s email file goes much further back in time than it ever could by keeping the email on the Microsoft Exchange Server. Relieving the Exchange Server has a pleasant side-effect, too: no more insistent demands from the information technology department.

“When you get these nastygrams from IT,” Tom says, “it’s usually because your Inbox or Sent Items folder is too full.”

Control, accountability, efficient use of time and effective use of personnel: the components of productive project management

Newforma Project Center software integrates a suite of functions to help architects, engineers, constructors and owner/operators organize project information, connect team members and streamline the AECO project process.

HOK Sport Venue Event has adopted Newforma Project Center software to streamline work processes, improve coordination and communication, reduce exposure from errors and omissions, increase visibility into costs and quantities, and support repeatability.

Newforma Project Center software is the only comprehensive solution to the most vexing project process problems faced by AEC firms:

- Time-consuming information searches
- Disconnected project email
- Scattered project files
- Awkward transmittal management
- Laborious submittal tracking
- Uncoordinated issue resolution
- Clumsy markup processes
- Hard-to-find changes
- Inefficient records maintenance
- Absent audit trails

This case study profiles three users in the Kansas City office of HOK Sport Venue Event after just three months of use.

For details on the ways Newforma Project Center software addresses the above issues, talk to the Newforma representative in your area. **Call (603) 625-6212, Option 1,** or visit **www.newforma.com**.

Control of email

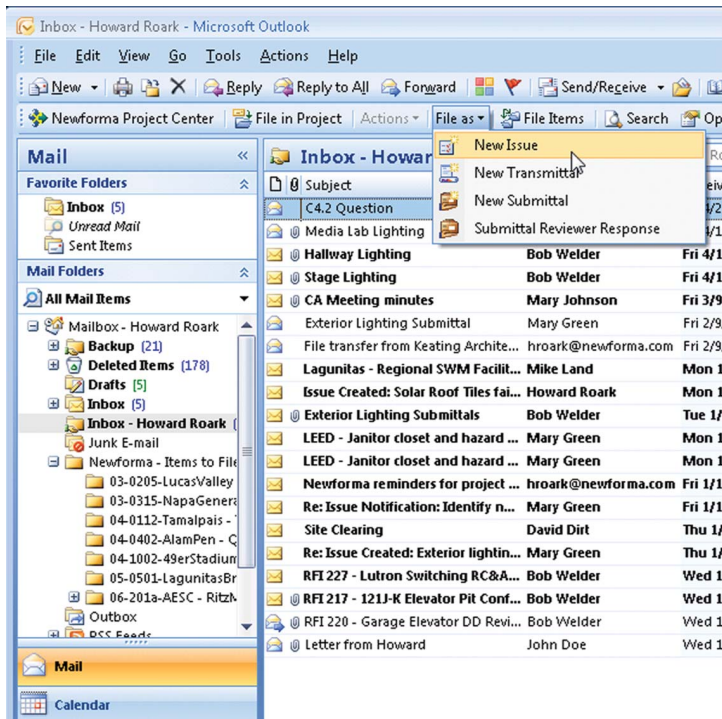
Jim Swords is a principal and project manager at HOK Sport Venue Event. He describes one aspect of his job as that of “a traffic cop, sending information to clients and consultants to make sure they have what they need.”

Jim lives and breathes via email, often returning to past messages, so he likes the **project email management** capabilities of Newforma Project Center software.

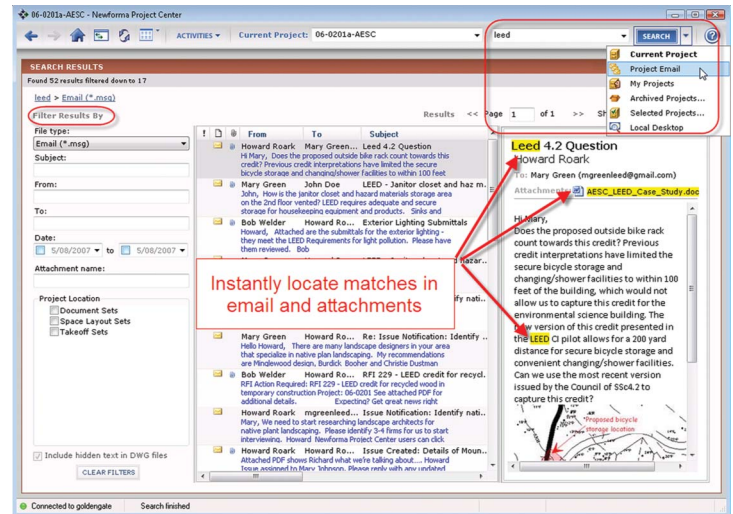
“It’s been such a help,” Jim says. “Before, you’d store email in the Outlook desktop in subfolders. Once a month the IT people would tell you your mailbox is full, and you need to archive it. You’d give it to your administrator or dump it to the servers, either of which takes a lot of time.

“I don’t need an administrator to file an email,” Jim says. **“It takes so little time I don’t need to delegate it.** The time it takes me to tell an administrator to do it, I could do it on Newforma.”

Newforma Project Center provides an Outlook toolbar that allows users to file an email in a project folder with the same click they use to send the message. If several people file the exact same email, only one copy is kept. The email retains its full functionality as an Outlook file even though it’s no longer burdening the Microsoft Exchange Server. It’s searchable, forwardable and more.



Newforma software integrates with Microsoft Outlook so that AEC project team members can file messages and process issues, submittals and transmittals, all from their email inboxes.



Newforma Project Center’s search, sort and filter capabilities enable team members to find keywords and phrases in any of 195 AEC file types, including Microsoft Outlook email, email attachments and drawing x-references.

HOK’s old system of archiving Outlook email as text files had severe shortcomings.

“Text files lose their intelligence regarding tracking and finding them,” Jim says. And searchability is vital in a business that often needs to refer back to what was said, when.

Control of file retrieval

Often Jim needs to confirm that a client asked him to perform a certain task, or he needs to confirm that he assigned a task to a consultant. Jim cites an example: “I’d say, ‘I’m certain I wrote you an email that asked you about that in October.’ Then we’d have to go back through all the October emails – you could spend a couple hours on it.” With Newforma Project Center, the answers are available in a minute or two.

Newforma Project Center software offers this level of accessibility by virtue of its ability to **search** by the parameters architects and engineers use to organize their work, such as the file’s type, name, date or size, as well as keywords and phrases. It indexes the textual content of every document on the server to provide deep, comprehensive search results, finding terms even when they’re hidden in email attachments or a drawing’s x-refs.

Control of shared information

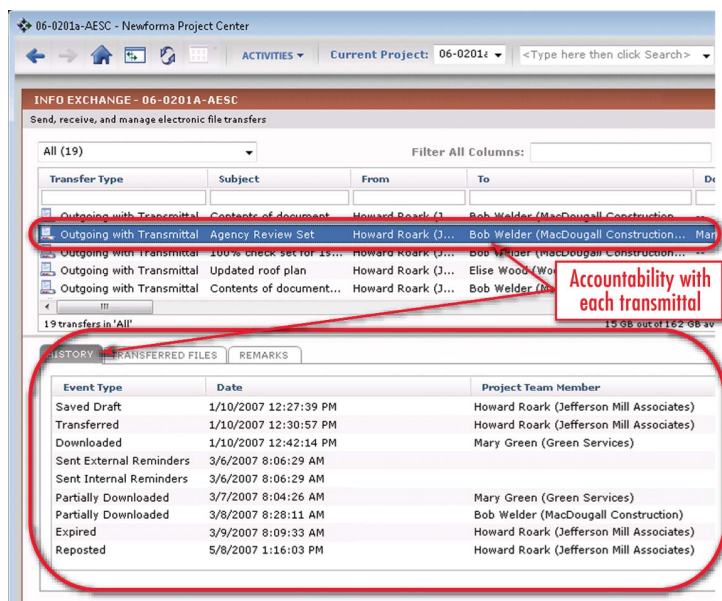
Jim Swords and Architect Technician **Sarah Klittich** both see benefits of another function of Newforma Project Center software, **Newforma Info Exchange**. Sarah appreciates the control and accountability Newforma Info Exchange delivers in managing transmittals.

“It gives us the option to track when consultants and contractors have downloaded files,” Sarah says. “It sends them notifications and reminders when they need to download something, which saves us from having to call consultants and tell them, ‘This is on our FTP site – go get it, and let us know when you’ve got it.’”

“On the Mets’ Citi Field ballpark,” Sarah says, “we issued our 100 percent construction documents at the end of 2006, so now we’re issuing CCDs [construction change directives] as needed. **It saves us time** printing hard copies. We just email a link to the CCDs or ASI’s [architect’s supplemental instructions] on our Newforma Info Exchange server, and the contractor can download them right away.”

The contractor on the Mets’ Citi Field ballpark project has requested that Sarah and her team copy the contractor’s offsite printer on every transmittal of plans and information. “That way it’s all coming from one person at one time,” Sarah says. By sending plans to the printer for them, Sarah says, **“We’re saving their contractors a step.”**

“Before, we were relying on our FTP site,” Jim says. “You didn’t know if anybody had accessed it, ever, or if unauthorized people had accessed it. We kept drawings on it for years until the IT department started telling us to take things off. With Newforma, we can set an expiry date for 30 days or 180 days, whatever we need.”



Newforma Info Exchange makes it easy to send and manage large files. The system allows you to track who has downloaded which files, when. You can set periodic emails to go to team members, reminding them to download files. And you can set expiry dates so that files automatically come off the server after a given time.

Which works better: organized filing or robust searching?

The Newforma experience at HOK Sport Venue Event demonstrates that good search capabilities trump good filing practices. The case in point:

For years, HOK has asked people to forward email to administrative staff to file. Administrators rename emails and file them under such categories as “to and from owner,” “to and from consultant” or “to and from contractor.” Yet, for all that, Newforma Project Center permits associates to retrieve emails faster and more efficiently by searching deeply into documents and sorting and filtering via any of the many parameters the software provides. For that reason more than any other, the email filing system at HOK is changing.

As **Jim Swords** says of Newforma’s search capability, “It’s been huge.”

The larger solution

Newforma Project Center software supports many more processes than just project email management, information exchange and searches. At the time of this writing, HOK team members are still discovering ways to take advantage of the software’s additional capabilities.

For example, Jim Swords appreciates the organizational abilities of Newforma Project Center’s **Project Files** activity center. As its name implies, it displays project files from any server to which the user cares to map. “It’s not only about searching for documents. **It’s about having one place to go to find all your documents.** That’s been a big help. I don’t have to search in three different directories.”

Newforma Project Center software also supports such AEC project processes as submittals management, issue management and drawing quality control, among others.

The keys to adoption

“We’re getting ready to renovate an arena at Rice University and to start work on a brand new arena at the University of Minnesota at Duluth,” Jim says. “We’re using Newforma on the projects I have going.”

For these reasons and more, HOK has deployed Newforma Project Center software across 250 seats.

Jim says, “The Newforma software is fairly **intuitive**, it **runs** and it **works**.”

HOK Sport Venue Event

HOK Sport Venue Event (www.hoksve.com) is one of the world's leading design firms, focusing on professional and collegiate sports facilities and convention centers. The firm is designing such projects as the new Mets ballpark, Citi Field; the new Yankee Stadium; and the new Pittsburgh Penguins Arena. These multimillion-dollar projects involve extended teams of architects, engineers, constructors and consultants collaborating on projects spanning years. As a result, the firm has



developed a rigorous process to retrieve, share and archive information – a process streamlined by Newforma Project Center software.

Newforma

Newforma is a software company serving architecture, engineering, construction and owner/operator (AECO) organizations worldwide. Its mission is to develop and market industry-leading software solutions which significantly improve the productivity of the building project team by streamlining work processes, reducing exposure from errors and omissions, improving coordination and communication, increasing visibility into costs and quantities, and enabling greater repeatability of project success. Newforma Project Center, Newforma's flagship product, creates a more productive environment for project managers and the project team by organizing project information, facilitating information exchange, and enabling efficient project process. Newforma Project Center is currently at work on thousands of projects in industry-leading AECO firms.



Team members on the Mets' Citi Field ballpark project are using Newforma Project Center software to streamline key components of their process.



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