» PAYAPPS
An **AUTODESK** Company
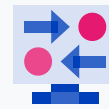
Buildcorp: Construction Excellence Since 1990

Buildcorp improves administrative efficiency and stakeholder satisfaction by enhancing their existing suite of industry-leading technologies with Payapps.

Claim processing efficiencies – some claims processed in as little as two minutes

Enhanced Subcontractor Visibility and Cloud-Based Access

Seamless Operational Integration and improved stakeholder relationships
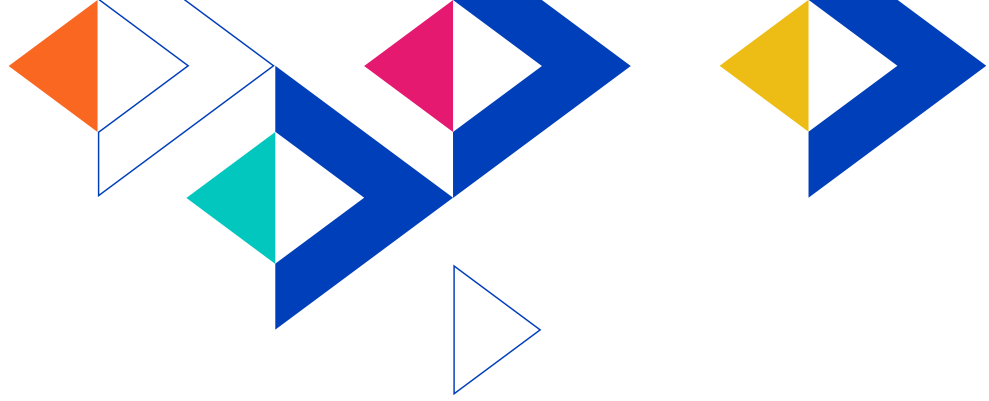
The Challenges

- **Specialised Claim Administration Needed — Jobpac,** while excellent for financial management, needed support for the specific demands of managing progress claims.

- **Enhanced Compliance Management — Manual** tracking of compliance documents led to operational inefficiencies.

- **Administrative Efficiency — Significant** administrative time was dedicated to managing over 400 claims per month and compliance, impacting other project areas.

Buildcorp has long been at the forefront of incorporating innovative technology into its operations. Despite this, the management of subcontractor progress claims posed a significant challenge, especially as the volume of these claims grew. On average, Buildcorp managed the submission and approval of approximately 400 claims per month through Jobpac, a system primarily designed for financial management but not tailored for the intricacies of construction claims.

Jane Simpson, Finance and Systems Manager at Buildcorp, explained the core issue: "While Jobpac is an excellent tool for financial management, it isn't specifically built for managing the submission of progress claims. Subcontractors were submitting claims that often didn't align with the breakdowns in their contracts within Jobpac, complicating the reconciliation process and extending the time required for assessments."

Buildcorp
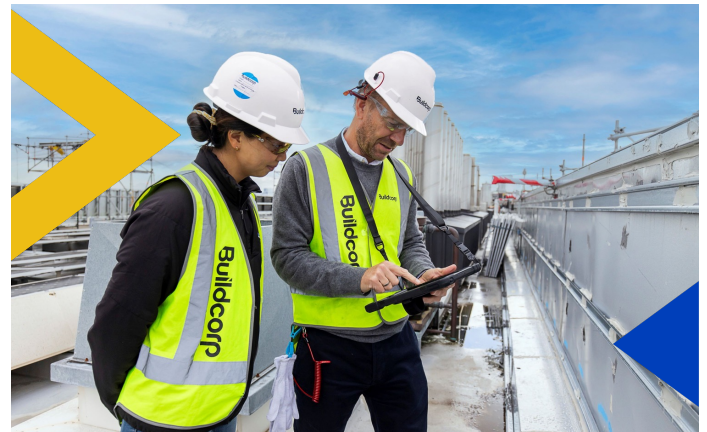
- **Family-owned commercial construction company, headquartered in Sydney, Australia**

- **Have delivered $8bn+ since 1990**

- **Services include new builds, refurbishments, fit-out, façade, and remedial construction**

- **Employ 550+ staff across six specialist teams**

- **Commitment to innovation and use of industry-leading technology**

The manual handling of compliance-related documentation such as insurances and statutory declarations also proved cumbersome. These critical documents were frequently lost in transit between project teams and the Accounts department, requiring constant follow-ups that not only delayed processing but also increased the risk of payment delays and project interruptions.

Toni Hall, Group Commercial Business Systems Manager, shared: "The regular back and forth with subcontractors who lacked visibility of their claim status and the continual chasing down of missing information or paperwork was costing the team a month in lost time annually."

Faced with these operational challenges and inefficiencies, Buildcorp recognised the need for a more seamless solution that could integrate well with Jobpac while addressing the specific demands of construction progress claim management. The introduction of Payapps into the market in 2016 offered a timely opportunity to enhance their system capabilities.

The Solution

- **Seamless integration of Payapps into Buildcorp's existing suite of technology, including Jobpac, without disrupting existing workflows.**

- **A standardised claim submission process for all subcontractors, regardless of project.**

- **Improved transparency and real-time visibility over claim status for subcontractors and internal teams.**

Buildcorp, committed to maintaining the highest standards of quality and efficiency, required a solution that not only integrated seamlessly with their existing technological framework but also supported their commitment to quality management and environmental responsibility. Payapps was a natural fit, promising to enhance Buildcorp's operations and ensuring they continued to meet their ISO 9001 and ISO 14001 certifications.

Integration with Jobpac: Payapps was chosen for its ability to seamlessly mesh with Jobpac, enhancing Buildcorp's operational capabilities without disrupting established workflows. "It makes more sense to build on what we've already established. We've long utilised Jobpac as our financial management platform and Procore for project management – the seamless integration of Payapps with Jobpac is crucial for Buildcorp's operations," explained Hall. This integration was crucial for enhancing data accuracy and reducing the time spent on manual data entries, which previously bogged down team productivity.

Standardising Claim Processes: The decision to implement Payapps was driven by the need to standardise and simplify the claims management process across all Buildcorp projects. By providing a consistent and straightforward approach, Payapps was expected to reduce errors and ensure a fair process for all subcontractors, thus streamlining operations and improving overall project management efficiency.

Reducing Administrative Burden: The introduction of Payapps was anticipated to significantly reduce the administrative load on Buildcorp's teams. Automating claims processing and compliance documentation allowed team members to redirect their efforts towards more strategic project objectives, thereby enhancing productivity and project outcomes.

> Encouraged by the system's potential to transform their claims management process, Buildcorp initiated a pilot with their Victorian team in 2016. The pilot aimed to demonstrate Payapps' effectiveness in a controlled setting and confirm its benefits in improving transparency and simplifying claims handling.
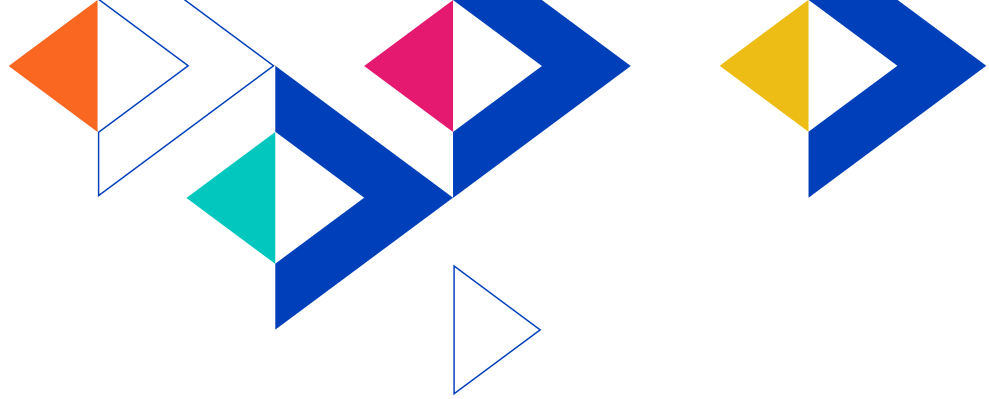
The Results

- **Dramatic Time Savings: Significantly reduced the time required to manage and process claims, from setup to approval.**

- **Enhanced Transparency and Compliance: Improved real-time visibility for subcontractors and streamlined management of compliance documents, mitigating risks and delays.**

- **Boosted Efficiency and Stakeholder Satisfaction: Increased project efficiency and enhanced subcontractor and client satisfaction through better communication and reliable project delivery.**

The implementation of Payapps at Buildcorp has resulted in significant operational improvements, substantiated by data and positive feedback from both internal stakeholders and subcontractors:

Efficiency in Claim Processing: One of the most notable improvements was the efficiency in processing claims. "With Payapps, setting up a contract at the start of a project takes only about 10 minutes," says Toni Hall. This streamlined process allowed for even the least complex claims to be processed in as little as two minutes, dramatically improving approval and payment timeframes and reducing the risk of disputes.

Handling Increased Volume: Since implementing Payapps, the number of claims managed by Buildcorp has increased from approximately 400 to 600 per month. Despite this significant increase, the administrative stress associated with managing these claims has not escalated, thanks to the efficiency and automation provided by Payapps. This has allowed Buildcorp to take on more projects without the corresponding increase in workload or need for additional staff.

Enhanced Subcontractor Visibility and Cloud-Based Access: The cloud-based nature of Payapps has been instrumental in providing subcontractors with better visibility over their claim status, accessible from any device, anywhere. This level of accessibility has significantly enhanced subcontractor satisfaction, as they can manage their claims and view updates without the need to physically interact with Buildcorp's Contract Administrators, thus reducing delays and administrative overhead.

Seamless Operational Integration: Following the positive feedback from the initial pilot in Victoria, Payapps was rolled out across all Buildcorp operations. The expansion was a testament to the effectiveness of the solution in meeting

Buildcorp's needs. The integration of Payapps into Buildcorp's tech suite not only enhanced internal efficiencies but also strengthened relationships with subcontractors and clients. The automated syncing of data with Jobpac eliminated duplicate data entries and ensured that contract and claim data were consistently up-to-date and accurate.

Payapps now integrates with an internally-built, data-driven that provides Buildcorp's team members with high-level project information, such as project safety scores, quality data, and current and pending progress claims. This integration has made it easier to highlight outstanding claims and quickly reassign approvals if someone is on leave, ensuring that projects do not stall and that no claim slips through the cracks—effectively mitigating the risk of security of payment delays.

Furthermore, Buildcorp's estimating team has utilised real-time data from Payapps to better track expenses and manage subcontractors, enhancing their competitive edge in both the tendering phase and project delivery. "Clients appreciate our focus on innovative technology as it makes us more responsive and efficient, ensuring that we can quickly adapt to any project changes to keep projects moving," added Hall.

> For Buildcorp, Payapps has not only removed data and business silos but has also driven efficiency, teamwork, and collaboration between team members, subcontractors, and clients. This successful integration exemplifies how strategic technological adoption can transform business operations and enhance industry standing.

Transform Your Progress Claims Process with Payapps

Ready to streamline your claims process and ensure compliance with ease? Discover how Payapps can empower your team to save time, enhance accuracy, and improve subcontractor relationships.

Book a Demo today to see Payapps in action.
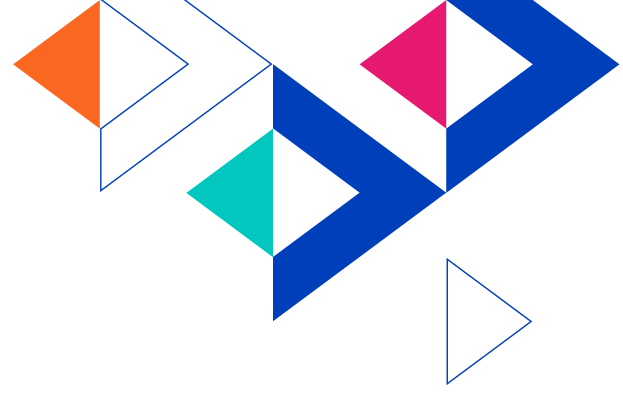
About Payapps

Payapps - An Autodesk Company, is a cloud-based collaboration tool for the construction industry. It helps main contractors and subcontractors simplify and streamline project progress claims and approvals, including contract variations.
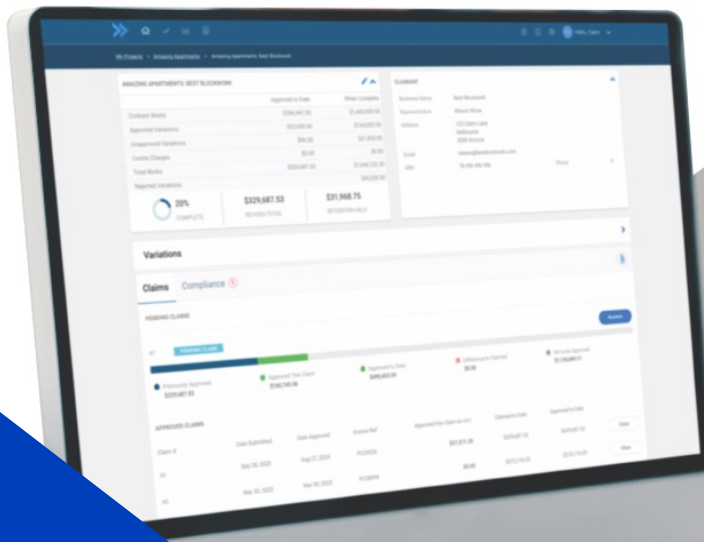
A simpler and faster digital process ensures greater transparency, increased accuracy, improved compliance, reduced financial risk, fewer disputes and fairer outcomes.

Payapps significantly cuts progress payment processing time, helping to meet regulatory requirements. Compliance is improved and made easier with documentation verification integrated with the approval process.

Our award-winning solution seamlessly integrates with a wide range of construction ERPs and accounting software to help provide real-time data on all project payment requests and approvals.

Build Better Together With Payapps

For more information about using Payapps to submit, assess and approve progress claims, **visit www.payapps.com**