



Project Summary

Organization

DPR Construction

Location

Redwood City, CA

Project Objectives

- Establish a single, auditable process for sharing files with external stakeholders
- Ensure project data security and end-to-end control as files are shared
- Reduce the time and effort of sharing files with external stakeholders
- Increase operational efficiency and reduce costs

Products Used

- ProjectWise
- Bentley Transmittal Services

Challenges

- Share project files efficiently with contractors, consultants, and other stakeholders who are not ProjectWise users, but need occasional or one-time access to select files.
- Ensure files are secure as they are shared with external stakeholders.
- Allow stakeholders to easily access files.

ROI

- Increased efficiency by using a single, Web-based solution for document transmittals that anyone can use with little or no training.
- Tight document security and tracking, end to end.
- Reduced costs by saving time and eliminating the need for extra ProjectWise accounts for occasional users.

DPR Construction Uses Bentley Transmittal Services to Simplify Document Sharing with Secure, Auditable Document Transmittals

“We always try to look at our processes and see how we can save time, effort, and money on our projects for our customers and project team partners,” stated Andrew Fisher, BIM applications support engineer at DPR Construction, a national commercial contractor and construction manager ranked among the top 50 general contractors in the U.S. DPR had been using ProjectWise for years to facilitate global collaboration and to create a single source of truth for projects. But it still needed an efficient way to securely share specific files with someone outside the project team once, or on an ongoing basis. Fisher continued: “To me, Bentley Transmittal Services is a way to save time in setting up people to receive files, reduce the effort of bringing them up to speed on how to use the system, and save money by eliminating the need for the firms involved in the project to have their own ProjectWise accounts just to access certain files and communication.”

The Challenge: Sharing Files with People Who Are Not ProjectWise Users

At DPR, project teams often need to share project-related files with owners, consultants, subcontractors, designers, and agencies outside of the core project team. For example, they may need to send status reports to an extended audience or design files to elevator consultants, landscapers, or interior designers involved in the project.

Initially, DPR had these external organizations use ProjectWise Explorer, but working with external parties to configure software proved challenging and

time consuming. Most of these organizations had firewall issues that required engaging numerous DPR personnel as well as the other company’s IT department. Moreover, these occasional users typically only needed to access one document. They didn’t warrant the need to learn DPR’s file structure or how to use ProjectWise.

“We’re saving time, money, and manpower every time we use it.”

— Andrew Fisher
BIM application support engineer

As a result, people started to use a variety of workarounds – none of which really met DPR’s needs. “We needed something simple, safe, and easy for us and for them,” stated Fisher.

Bentley Transmittal Services Fits the Bill

As a long-term Bentley user, DPR learned about Bentley Transmittal Services soon after its release. “What really made this software stand out was the fact that we could



Bentley Transmittal Services allows DPR to transmit engineering documents to people outside the organization and track the entire life cycle of the process.

securely share files in ProjectWise with anyone – no technical setup, training, or Bentley Passport required,” explained Fisher. “We also liked the fact that the software automatically generates email alerts about transmissions and audit trails that even track when a document is opened.” And, as with all ProjectWise modules, it’s optimized for fast handling of even the largest data files.

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*— Andrew Fisher,
BIM applications
support engineer,
DPR Construction*

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Implementing Bentley Transmittal Services took just a few days, including training. "From a logistical point of view, using this software is pretty straightforward. You set it up on a project-by-project basis. For our first project, as soon as the deployment was completed, we started promoting it to the various project teams and saw rapid adoption," commented Fisher.

Easing Collaboration with a Streamlined Document Sharing Process

Using Bentley Transmittal Services, sharing select ProjectWise files is a fast, efficient process. Users simply create a draft with specified recipients, add files to it, determine the schedule, and make selected files available to recipients via Bentley Transmittal Services' external facing Web-based portal. Recipients receive an email that a transmission has been sent to them and a link to the portal. They click on the link, enter a user name and password that they determine, acknowledge the transmission, and download the associated files. The software keeps track of all project deliverables in a single place and tracks what has been sent, to whom, and when, and then if and when it was acknowledged and a response was given. This improves project managers' abilities to track issues and monitor progress.

"Document sharing processes that used to take four people to set up now takes just two people – and the steps are also vastly simplified, saving us a lot of time," stated Fisher. "At the same time, we're reducing project costs because we no longer need to purchase and set up ProjectWise accounts for occasional users."

Complete, Secure Transmittals

DPR transmittals are created directly from ProjectWise Explorer, and include all reference files for complete, secure transmittals. As a result, users can be sure that only current and accurate files are sent to authorized contractors and subcontractors as part of the transmittal package, including status, due dates, and actions needed to be taken to complete the transmittal process.

The Web-based portal allows only authorized transmittal recipients to securely and efficiently access and review package data, acknowledge it directly from the portal, download packages, and provide review comments. At the same time, only authorized users can create, view, download, and respond to a transmittal package.

Intuitive Interfaces that Dramatically Reduce Training Time and Effort

DPR found Bentley Transmittal Services incredibly easy to learn and use. "I can train our people to use it in 20 minutes – and after that, they need no additional support," explained Fisher. But, more importantly, it's easy for recipients to use. "We just email one page of step-by-step directions to them and no one ever has a problem," he added. This has saved him and his teams a great deal of time, as they no longer need to train multiple occasional users how to access and use ProjectWise.

A Standard Part of Every ProjectWise Project

Everyone who has used Bentley Transmittal Services is very positive about it, according to Fisher. "In fact, people are asking me to add it to their existing projects. We're saving time, money, and manpower every time we use it."