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Sustaining Infrastructure

The County of Santa Clara Goes Paperless on the San Jose Downtown Health Center

EADOC Improved Daily Communications for a Large Project Team and Eliminated the Need to Print, File, and Ship Paper Documents

Project Summary

Organization:
County of Santa Clara

Construction Manager:
URS

Design Firm:
Ratcliff Architects

General Contractor:
Flintco

Location:
San Jose, California, United States

Project Objective:
Manage the paperless construction of a new 60,000-square-foot medical office building

Product Used:
EADOC

Fast Facts

- Santa Clara, California needed a new health care center to service a diverse community that had been without local medical services for nearly a decade

- The center's challenging program requirements called for a large project team — over 206 users collaborated using EADOC

- The EADOC system helped keep the complex project on track by providing 24/7, cloud-based access to all project documents and communications

ROI

- Sending submittals, RFIs, and changes electronically saved administration costs — eliminating the need for printing, filing, faxing, and shipping documents

- The county had complete financial visibility through real-time, user configured dashboards

- The ability to share files without size restriction made team communication easier

- Ease-of-use allowed all team members to collaborate — keeping all stakeholders informed with real-time project data

A New Health Center from the Ground Up

When the County of Santa Clara decided to go paperless for the construction of the San Jose Downtown Health Center, they chose the EADOC capital project management system for the job. The county and its construction manager selected EADOC based on a comparative analysis of web-based project management systems that showed that EADOC offers the greatest efficiency in terms of daily communication, inter-project participation, ease of use, and — most importantly — application cost.

The USD 30 million, 60,000-square-foot health center consists of a three-story medical office building with strict program requirements and sustainable building expectations — including a LEED Gold certification. The much-needed new facility includes a trauma center, pharmacy, OBGYN department, laboratories, and a dental clinic. The county anticipated that over 200 participants and stakeholders would need to use the system, so EADOC's unlimited user licensing model eliminated the concern about the team having enough user seats for the project.

The health center project began in December of 2012 with an expected completion date in January of 2016. Between the general contractor, consultants, architect, designers, and subs, there are over 206 users collaborating via the EADOC system. Users are managing all their documents and communication including submittals, RFIs, and memos through EADOC.
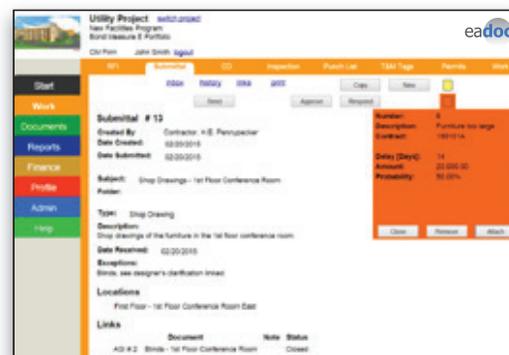
EADOC's submittal module with an open risk item.

Real-time Project Visibility

To capture jobsite conditions and project progress, inspectors are providing their daily reports with pictures through EADOC. EADOC is also providing the county with complete financial visibility and control through user-configured dashboards and financial reports. To obtain real-time financial reporting, the team is also processing change orders and pay applications with EADOC.

> *"Once you get familiar with EADOC, it is much easier to utilize than its competitors."*
>
> — *Debra Marinozzi, Project Manager, URS*

Going Paperless

While a paperless, collaborative project management solution was new to the County of Santa Clara, the team at URS had worked with other project management software on previous projects. "Once you get familiar with EADOC, it is much easier to utilize than its competitors," explained Debra Marinozzi, of URS. "It can get the job done."

Marinozzi loves that EADOC can send files to all the project team members such as the contractor, subs, and architects, as well as to her colleagues at URS. Another advantage is the ability to share files without having to worry about size restrictions, and that there is an automated record of who has opened, received, and forwarded documents, which ensures that there is accountability on all sides.

Sherry Ferguson, who supports the County of Santa Clara FAF/Capital Programs Division, especially appreciates that everything is transparent, and that all document activity is recorded. This way she has the ability to go back and see who opened files, and where they were forwarded.

"You don't have to send submittals outside of the system. It keeps a track record that allows a level of accountability that was never before possible," she explained. Ferguson also is thrilled with how much time she is saving on submittals alone — no more refaxing RFIs and RDIs to different places. Also, if something needs to be changed in a submittal, all pertinent parties are immediately informed. "EADOC is a great check and balance," Ferguson said.

With EADOC's flexibility, it can be utilized on projects targeting diverse industries and of various sizes — allowing Santa Clara to utilize EADOC across their capital projects program and fulfill their goal of going paperless.
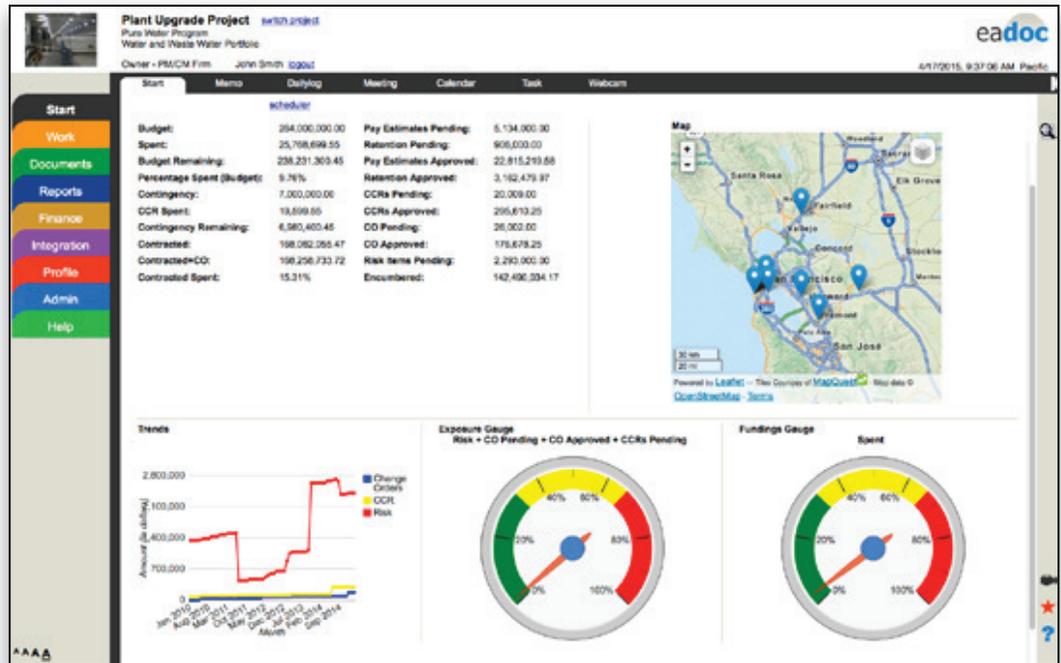
EADOC's project-level dashboard.
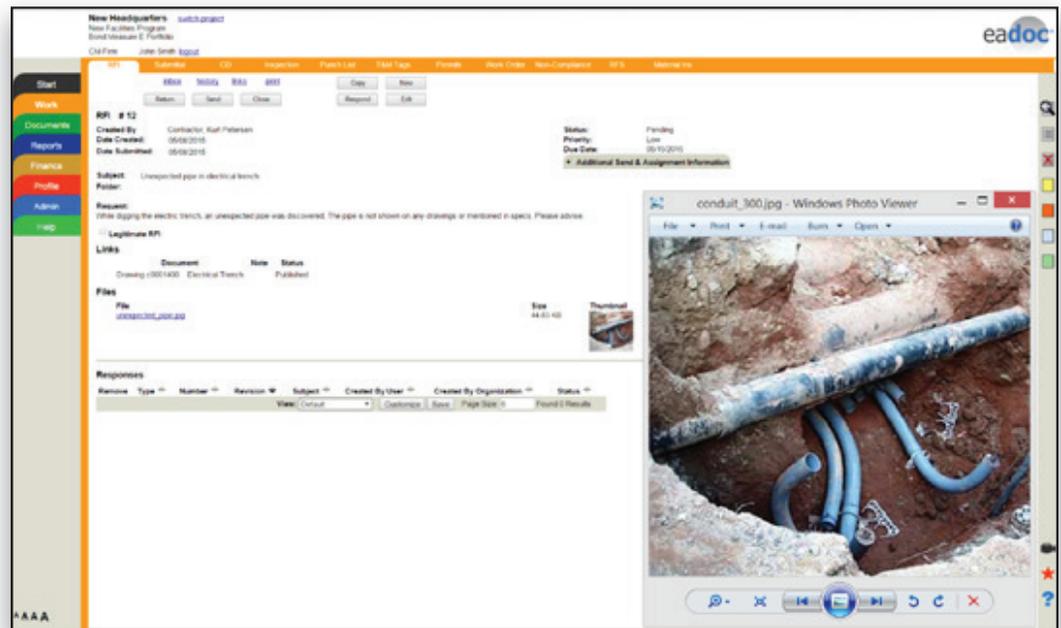
Attaching a photo to an RFI.