Managed Services for Integrated Projects
Transform Your Project Delivery Capabilities with ProjectWise MANAGEservices

Bentley can provision, manage, monitor and support its industry-leading project information management and design collaboration and work-sharing software solutions in a robust cloud services environment. ProjectWise MANAGEservices ensures rapid deployment, business process discipline and consistent roll-out wherever and whenever you need them. You remain in control. Spin up fast. Improve agility. Focus on outcomes not inputs. By using ProjectWise MANAGEservices, you can be sure you are getting the most business value out of your software, that you are implementing industry standards and best practices, while at the same time transforming your project delivery capabilities. All in a budget-friendly, predictable cost model.

If you are an executive in a global architecture, engineering, and construction (AEC) firm, or a regional design/build firm, you are constantly thinking about how to improve your competitiveness. How can you achieve higher productivity? How can you increase your project performance? How can you improve project quality? You might be contemplating how to get to the next level of BIM. You might have asked your modeling, design, and document managers how they can ensure consistent global roll out. You have probably already asked your CIO whether software-as-a-service or cloud computing can help you take out costs and get you that extra edge.

No doubt you are perfectly happy with your ability to share documents with your supply chain, and control the work flows and design reviews with your clients, but you have a nagging feeling that your business needs to move on from purely file-based collaboration. What you really need is an integrated cloud services hub that can handle in-process engineering content. What you really need is to provide your clients not only 3D models but also fully integrated, interoperable data that truly supports asset lifecycle management. What you really need is the ability to leverage information throughout the entire project lifecycle. You need to provide an information stream from design into operations.
Getting to the Next Level

This is where ProjectWise MANAGEservices comes into play. Bentley can help you transform your project delivery capabilities. We can provision, manage, monitor, and support our industry-leading project information management, design collaboration, and work-share software solutions in a robust cloud services environment. With its ability to integrate design teams that rely upon a wide range of modeling applications in a seamless, interoperable workflow, ProjectWise MANAGEservices provides the “glue” for your project team, ensuring that you have instant access to the most up-to-date software and information wherever you are located, on whatever desktop or tablet device best suits you, and in whatever format you are most comfortable working. ProjectWise MANAGEservices ensures that each team member can quickly access the correct, up-to-date information needed to keep your project on track. It is a single source of truth and assures information integrity for your files and documents.

Of course, some enterprises feel that project information management is a core competency and that they should develop a proprietary advantage in the information communications and technology that their business relies on. But this requires an ongoing, long-term commitment, access to skilled resources, and deep pockets to develop economies of scale. A much better approach is to work with a trusted advisor who has the industry knowledge and proven technology expertise, who can tap into a wealth of experience of business disciplines and best practices, and who understands integrated projects.

What’s the ROI?

Each project or organization is unique and each has its specific economics. What we do know is that however you measure the return on investment, there is a clear business case for choosing ProjectWise MANAGEservices. It might include the money saved by not flying designers around the world for face-to-face meetings. It might include the time saved by designers and engineers in locating and retrieving the correct information. It might include the time saved and the errors avoided in transmitting huge documents, models, and drawings to subcontractors. Above and beyond the time and cost savings, there are many intangibles that are difficult to attribute a dollar value to, but you know instantly that they are adding value, improving your performance and enhancing your reputation.

Some of the intangibles include:

- Clients are able to understand the design and deliverables right from the beginning
- You have a clear line of sight to the assets of importance
- The data threads and linkages are joined up all the way from design through to operations
- You improve overall project quality and project performance
- You reduce the number and impact of change requests and rework

Key Factors in Integrated Projects

What is an “integrated project”? What does an integrated project look like? Here are “seven habits” of integrated projects derived from our firsthand experience of some of the world’s most challenging infrastructure projects:

1. Establish a contractual and project framework that recognizes co-creation of value
2. Include the client as part of the virtual team
3. Nurture a culture of collaboration and sharing
4. Create a neutral space where team members can voice concerns without attribution or repercussion
5. Communicate ideas visually — model and simulate performance
6. Undertake frequent interdisciplinary reviews at the front-end of the project
7. Minimize change requests and rework
Empowering Virtual Teams

How do you empower virtual teams? If you have global design centers in Shenzhen, Madrid, and Mumbai, or Denver and London, each supporting local project offices and clients, what is the best way to architect your information management systems? How can you support the information management needs of planners, engineers, architects, fabricators, detailers, constructors, subcontractors, specialty consultants, and, of course, the client – distributed throughout a building, a city, a country, or across continents, or part of a project that may last months or years? The team must engage in an intensive process of information sharing and development. Ideas and designs must be shared, reviewed, tested, edited, built upon, detailed, and refined continuously, sometimes in a mission-critical or highly regulated environment.

By choosing ProjectWise MANAGEservices, you are assured of getting access to the industry’s leading project information management, design collaboration, and work-share software solutions in a robust cloud services environment. You are also assured of the expertise and experience to help you connect and empower virtual teams and take your project delivery capabilities to the next level. MANAGEservices means that you have access to a deep pool of talent from Bentley that can be an extension of your IT department, frees your IT resources to focus on their strategic priorities, takes responsibility for getting the most value out of your software, simplifies the complexities, and lets you focus on outcomes.

Emerging Strategies for Integrated Projects

- Connect and empower integrated teams and information
- Optimize the front-end loading process to improve effectiveness
- Squeeze more value out of fabrication and construction
- Co-create value through commissioning, handover, and operations
Case Study: AECOM

Dallas, Texas, United States

The State Highway 161 Phase 4 project in the Dallas/Fort Worth metroplex is a four-lane, 6.5-mile tolled roadway with 45 bridges and two major interchanges. The $416 million project was the North Texas Tollway Authority’s first design/build project. AECOM was the lead design team and sub-consultant to the contractor. All major design elements had to be completed 15 months after notice to proceed.

Using ProjectWise for CAD file management, quality control, and document storage, AECOM coordinated 12 outside sub-consultants and connected 210 users in 22 offices throughout the United States. With ProjectWise the company saved more than $800,000 in travel, review cycles, and document management and coordination costs.

Project Objectives

• Compress design time by 50 percent for a complex highway project
• Enable a large design team throughout the U.S. and Canada to work efficiently and complete the design on time and within budget
• Minimize project costs while completing the design on time and within budget
What Would A Global Deployment Look Like?

We offer flexible deployment options. We can support enterprises with different organization structures – whether organized by geography/region, by industry focus, or by discipline/practice. We can support a centralized approach or a federated approach with each part of the virtual team contributing its piece of the jigsaw puzzle. We can support Bentley design tools as well as other design tools. We can facilitate workflows across building, civil, and plant disciplines recognizing that AEC firms operate in an ecosystem of suppliers and partners, each of which has its own technology legacies, strategies, and preferences. ProjectWise is the “glue” that ensures information mobility throughout the entire project lifecycle.

Can it be applied to smaller projects or is MANAGEservices just for mega projects?

Scale does not affect the philosophy and should not affect the approach. These principles apply as much to regional design/build firms as to global AEC firms. MANAGEservices represents industry best practices and business processes. ProjectWise MANAGEservices supports virtual teams of any size and scope. In addition, we offer a ProjectWise MANAGEservices starter pack for teams of up to 100 users with enough functionality to get you up and running at an economical price point.

What about deployment costs and timelines?

We ask for a minimum commitment of three months, but there are no upfront capital expenditures. Our commercial model is subscription based and we invoice on a quarterly basis so that you have cost certainty. We can provision and configure a comprehensive ProjectWise solution within days of receiving a purchase order or notice to proceed. Our cloud services environment is available on demand.

What are the roadblocks?

We have a proven track record of provisioning ProjectWise in cloud services environments. ProjectWise MANAGEservices takes care of every aspect of the end-to-end solution including set up and configuration, monitoring and managing to predefined service level agreements, and supporting and training users. We simplify your deployment of ProjectWise and handle the technology and processes so you can focus on user adoption and organizational change.
We offer a single source for all your project information management, design collaboration, and work-share software needs – so you don’t have to manage multiple service providers and multiple service contracts. We start with the most reliable, most hardened cloud services. Working with leading cloud services environments, including Microsoft Windows Azure and Amazon Web Services, as well as local service providers, means that we can support project teams and users in most regions and countries throughout the world.

Our network operations center and technical support group ensure that the services we provide are available and operating according to specific service level agreements. In addition, our application management specialists ensure that ProjectWise is running as it should with sufficient capacity, performance, and responsiveness. Our network and data security experts ensure that your data is protected and safe-guarded. From the outset, our professional services team ensures that your system is installed and configured correctly and meets your defined needs. Our engagement managers have responsibility for your success and can supplement our extensive training programs with task-at-hand coaching and mentoring. And whenever you need to ask for help, our support specialists are available around-the-clock.

We understand that return on investment is only achieved through high rates of adoption and utilization. We pay close attention to adoption planning, and as part of this process we leverage consumption information to help you optimize your usage.

**Winning Work, Executing Work, Supporting Work. We consider:**

- Where does information end up in the lifecycle?
- Who creates, owns, and uses the information?
- Who are the stakeholders?
- What is the information work flow?
- What are the consequences of change?
- Who is responsible, who is accountable, who needs to be consulted, and who needs to be informed?
About Bentley Systems, Incorporated

Recognizing the critical importance of being a good corporate citizen, Bentley is uncompromisingly committed to supporting ecological sustainability. This support goes beyond the stewardship of environmental resources to include investment in strategic educational and training initiatives that foster a workforce of skilled infrastructure professionals capable of meeting the world’s growing sustainability challenges.

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