



Sage Timberline Office Customer Solution Case Study

Coyote Development

Customer: Coyote Development
Customer Type: General Contractor
Country or Region: U.S. Southwest
Industry: Construction

Customer Profile

Coyote Development, a project oriented Arizona general contractor, builds a variety of government and commercial projects in Arizona, Nevada and the Southwest. Focusing on technology improvement and streamlining the bid process has helped Coyote put together a string of successful projects resulting in consistent growth in a difficult economy.

Software

- Sage Timberline Office
- Sage Timberline Estimating
- Microsoft Windows 7

Application Modules

- Core accounting
- Job Cost Accounting
- Contracts
- Billing
- Equipment

For more information about Ledgerwood Associates, Inc. or Sage CRE software visit:
www.ledgerwoodassociatesusa.com

Arizona Contractor Achieves Solid Growth with Ledgerwood Associates and Sage Timberline Office

“Bottom line – Ledgerwood Associates and Sage Timberline Office gave us power we didn’t have before and put us on a par with larger companies.”

David Waltham, President, Coyote Development

Looking to maintain its competitive edge, while experiencing solid growth, Coyote Development recently deployed Sage Timberline Office. With the expert aid of Ledgerwood Associates, Coyote applied the powerful features in Timberline Office and Timberline Estimating to critical business processes, boosting productivity and developing new capabilities for handling larger projects.

Business Needs

Job Cost Reporting

Coyote’s accounting system consisted of QuickBooks and dozens of spreadsheets for estimating and reporting. Tracking costs is very important to Coyote. But with the addition of multiple concurrent projects in 2010, tracking job costs was eating up way too much time. Sandy Olsen, Coyote’s Controller, spent three days tracking down job reports to compile the weekly WIP report. “By the time the WIP report was ready it was out of date”, said Olsen.

“QuickBooks just didn’t give us the

answers we needed for job costing. We couldn’t see job-by-job performance to see what we did well. We were shooting in the dark which resulted in losses on some jobs.” Sandy Olsen, Controller, Coyote Development

Estimating Speed and Accuracy

With fierce competition, Coyote needed to improve bid accuracy and increase win rates. Coyote’s controller, owner, project managers and estimators were already working extra hours. Errors on spreadsheets took precious time to track down. Differences in their estimators’ methods and a lack of cost coding made it difficult to track historical performance.



Collaboration

Coyote's marketing strategy was to develop a strong relationship with larger companies who would recommend them on their big projects. This strategy required that they share information and reports with their larger partners. "We wanted a more reliable and construction oriented system with job cost reporting that would let us get the numbers quickly to the lead contractor's office." David Waltham, President, Coyote Development

Solution

Matching a Solution to Their Needs

In July 2010, Waltham met Lancaster Construction through a small business mentoring program. Lancaster recommended Ledgerwood Associates who had worked with Lancaster for seven years providing software and consulting services. After assessing their needs, Ed Ledgerwood proposed a solution that included Sage Timberline Office and Sage Timberline Estimating.

"Ed's demonstration of the software convinced us he understood our business needs," said Olsen.

Efficient Installation and Training

In September, 2010 Ledgerwood Associates installed Estimating and the core accounting modules plus job cost accounting, contracts, billing, and equipment. Coyote was on a budget so they wanted to minimize training expenses. Gary Jacobson, one of Ledgerwood's senior consultants made three visits to Coyote's office over a three week period providing a total of four days training. Olsen took ownership of the system which helped them get the most out of the training.

"I had a little apprehension going in," said Olsen. "But Gary's knowledge of the software and deep-as-the-ocean experience

in construction accounting quickly put me at ease."

A Smooth Implementation

Jacobson was involved with every aspect of the set up and conversion, including Coyote's account structure, chart of accounts, information tracking, jobs listing (100 jobs) and beginning balances.

"It was a very smooth implementation," said Jacobson, "Straightforward in structure and fairly routine."

The Conversion from QuickBooks took just one day. Jacobson trained three people during the initial three weeks. He made two follow up visits for advanced training in November. At that time he set up a custom job report for them.

Jacobson helped Olsen map her existing spreadsheet and QuickBooks processes to the new software, eliminating several steps. He trained the owner and lead estimator on using cost databases and how to transfer their estimates into job costing. Calls to Jacobson over the three week startup period answered questions about various procedures.

Benefits

■ Job Cost Reporting Saves Time and Improves Performance

Coyote's controller, owner, project managers and estimators are now able to spot overruns and problems several days sooner, in time to make adjustments, because of Timberline's job cost reports. Olsen is getting reports out fast and handling more jobs due to Ledgerwood's guidance in adapting Coyote's processes to the new software.

"The Timberline WIP reports alone represent a huge time savings over our old Excel version," said Olsen, "plus we're getting information we didn't have before.

Now we are able to see item-by-item how we are doing on a job."

■ Rapid Bid Turnaround Gets Coyote a Key Contract

Jacobson showed Coyote's estimators how they could produce estimates in less than half the time they were spending before; and Coyote's bid-to-win ratio has improved. Coyote recently had 48 hours to bid on their portion of a large Las Vegas resort project.

"We put a bid together quickly and got the job," said Olsen. "And, since we were right on the mark, we ended up with a good margin. We were able to see where we stood all along the way and make adjustments quickly."

■ New Capabilities Win New Business

Coyote has landed several big projects since Ledgerwood Associates got them going on Timberline Office and Estimating. It's much easier for them to demonstrate their capabilities to larger companies.

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■ Trust, Confidence, Value that Lasts

"Coyote was successful because they wanted to learn and were open to the benefits and new capabilities," said Jacobson. Waltham figures he's already earned enough to pay for the software and consulting. Now, they are looking at expanding their crews and are talking to Ed about adding payroll. It's shaping up to be a great partnership.