CASE STUDY

Vermont Agency of Transportation advances e-Construction

CHALLENGE

Vermont Agency of Transportation (VTrans) needed to improve efficiency, workflows and transparency for construction and contract documents. Pain points included getting documents in the appropriate hands, tracking documents and establishing correct workflows for review and approvals, communicating with stakeholders and sharing large files.

SOLUTION

VTrans implemented an e-Construction solution based upon Info Tech's Doc Express service, providing transparency within the agency and across its contractors for contract submittals and documents.

The solution has improved efficiency and provided consistent workflows for construction submittals, contract documents and other shared files, creating a paperless, productive process to track and communicate the status of documents among all stakeholders.

2970 SW 50th Terrace Gainesville, Florida 32608 // 352.381.4400 // **infotechinc.com**

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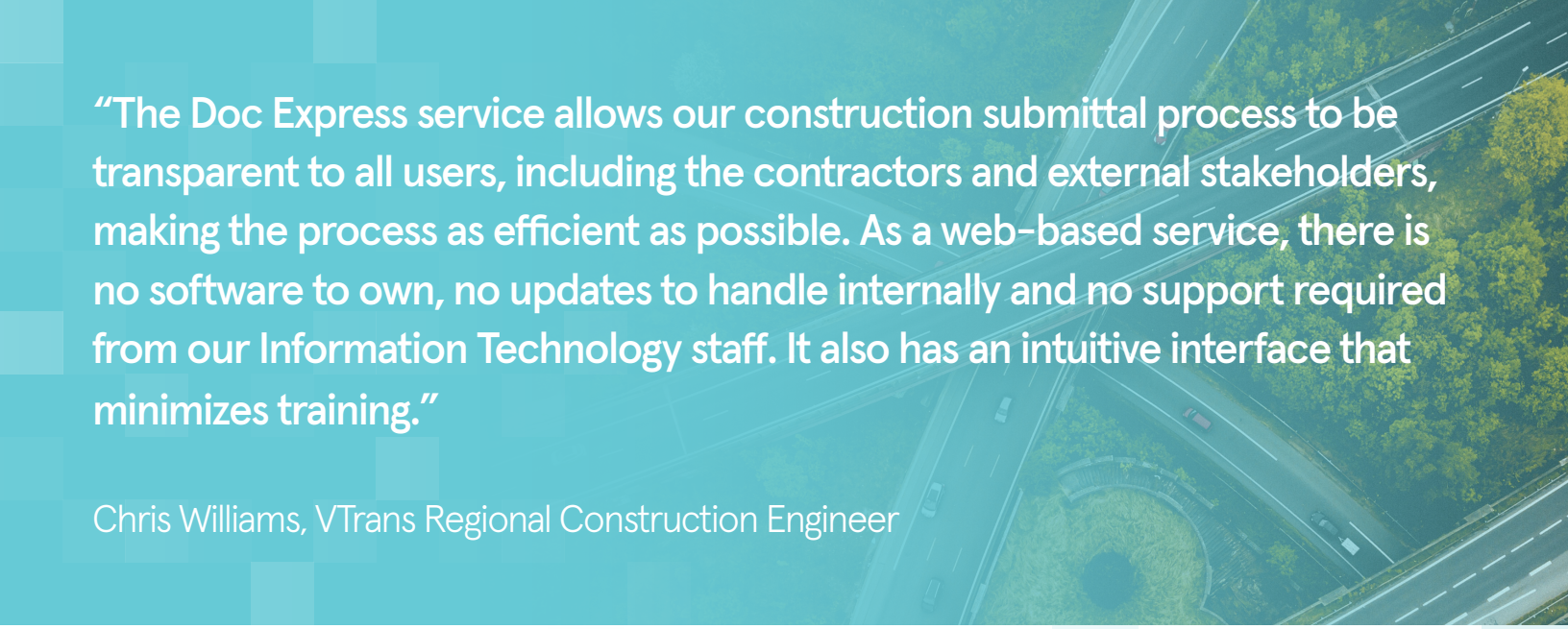

"The Doc Express service allows our construction submittal process to be transparent to all users, including the contractors and external stakeholders, making the process as efficient as possible. As a web-based service, there is no software to own, no updates to handle internally and no support required from our Information Technology staff. It also has an intuitive interface that minimizes training."

Chris Williams, VTrans Regional Construction Engineer

Like many agencies, VTrans has an e-Construction initiative to improve efficiency and reduce construction costs. For VTrans, the first step was implementing the Doc Express service, a web-based Software as-a-Service (SaaS). With the Doc Express service, VTrans can easily access, exchange and potentially sign electronic contract documents with contractors, project stakeholders and business partners. It could also access material certifications, change orders, shop drawings, and more in real-time from any computer or mobile device without the hassle of an FTP site or VPN. The service allows users to store and easily find documents for the life of a contract and beyond, and maintain an online audit trail. The ability to track a document throughout its life-cycle has greatly helped VTrans in its goal of becoming more transparent.

The Doc Express service was implemented quickly and required very little training for both agency users and contractors. As a SaaS, the Doc Express service benefits VTrans, the contractors and stakeholders in many ways. According to Williams, the advantages for VTrans include "no software to own, no updates to handle internally and no involvement of VTrans IT staff." Williams added, "It is pretty amazing to stand up a system like this with no IT involvement, a testament to the advantages of new, web-based technology."

Providing a user manual and offering 2.5 hours of training with a demo site has been a successful and positive way to help Doc Express users get familiar with the service.

Because of the Doc Express service's ease of use and clear improvements across the board for VTrans, it has since mandated that all construction contracts use the Doc Express service.

Through the Federal Highway Administration (FHWA) 2017 STIC Incentive Program, VTrans received funding to test and evaluate an electronic document management system for construction submittals and has been expanding the Doc Express service outside of the original scope.

VTrans is looking to expand its Doc Express usage, and users are thinking of new and creative ways to use the Doc Express service for other documents. VTrans is finding the Doc Express service is a good place to show guidance and procedural documents as well as checklists that are updated throughout construction. VTrans e-Construction initiative is off to a good start with the Doc Express service.