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HCSS  
Houston, Texas  
[www.hcss.com](http://www.hcss.com)

## HCSS: CREATING KNOWLEDGE WORKERS

What your organization calls foremen and superintendents, HCSS, [www.hcss.com](http://www.hcss.com), Houston, Texas, describes as “knowledge workers.”

As the construction industry continues to face a workforce shortage, HCSS urges companies to combat the scarcity of skilled professionals by equipping first-level managers with better information. It is a strategy that *Constructech* editors have long admired about HCSS—a company that truly understands the ups and downs of the heavy/highway construction market.

HCSS achieves this goal by providing these organizations with the technology tools that help manage the core tasks that mean the most to this segment of the industry—estimating, field management, and resource management. The idea is to provide these knowledge workers with the information they need to analyze their own work and the appropriate freedom to make decisions and analyze challenges out on the jobsite.

Its estimating software, HeavyBid, comes in different variations depending on the size of the company. Standard features of this product include the ability to create an unlimited number of estimates at any size; unlimited number of labor and equipment rate tables; the ability to copy entire estimates, individual or multiple bid items and/or activities from previous estimates; the ability to change resource cost and have it apply throughout the entire estimate; multiple bond tables; and import/export capabilities with Microsoft Excel, among many other functions.

Job costing software HeavyJob allows users to easily record daily jobsite data, including labor hours, equipment

hours, progress quantities, material receipt usage, and daily notes. This information is made instantly available throughout the company in the form of timecards, payroll hours, equipment analysis, material analysis, and notes.

For resource and asset utilization, The Dispatcher tool is garnering great interest across the market. This product allows users to replace antiquated magnet boards and spreadsheets. Combining Microsoft MapPoint mapping software with innovative asset tracking applications, this product automates key asset management tasks for companies.

The Dispatcher is a product that *Constructech* editors believe will continue to gain notoriety as the push for business intelligence continues within the construction industry. Companies are now demanding this type of technology to help them gain valuable insight into how workers and assets can be better used across job portfolios. The Dispatcher provides a visual representation of equipment and workers across multiple jobs, helping companies better allocate resources in a timely manner. It can be the difference in knowing whether or not you have the appropriate resources available to bid a new job.

Jersey Construction Inc., Atco, N.J., has used all three products in an integrated manner to help manage its business for many years. But the heavy/highway contractor is constantly searching for ways to ensure it is taking full advantage of all the functionality from each of the systems. The company says it is comforting to know that when employees at Jersey Construction cannot figure things out on their own, HCSS is more than willing to make the trip to the East Coast and help out.

“Last year we had two of their employees come out to our offices and they actually worked with us for two days in the office, working with our estimators, our project managers, (members of the management team), and helped us better learn the products,” says Kristin Whitmyer Thompson, COO (chief operating officer), Jersey Construction. “In particular we wanted to learn how to fully utilize all that HeavyJob has to offer. We had been using it for many years but we were not at the point of full utilization. For example, we wanted to get to a point where our foremen were sending in their timesheets electronically.”

HCSS worked with Jersey Construction to come up with a training seminar that brought the company’s foremen in to the office on a Saturday to learn more about using the software.

“Our guys really took to them because they knew the product well and could answer all of their questions immediately,” says Whitmyer Thompson. “By spending the money to have HCSS come out and teach us more about the product, I think that also shows how dedicated we are to using and learning the product.”

“We use all three pieces of software from HCSS and individually they are all very good, but it is excellent to use the three together,” says Whitmyer Thompson. “We simply love all of their products and the company itself is unbelievable in the sense they help you implement the products. I would say that you would get the same response from nearly all of their customers.”

Dixie Construction Co. Inc., [www.dixieconst.com](http://www.dixieconst.com), Churchville, Md., has been using The Dispatcher for roughly five years. Just recently the company added GPS (global positioning system) capabilities within the product, replacing an existing system from a competing vendor.

With a more robust front-end and better tracking, Dixie Construction says that its employees like the product from HCSS much better. Beyond features and functionality, executives at Dixie Construction tell *Constructech* how much easier the HCSS product is to

implement and that the product is so ingrained into the way the company now operates that it would be impossible to get along without it.

It’s very difficult to find dissatisfied HCSS customers. Alongside a highly effective set of products, *Constructech* admires HCSS’ long-standing commitment to customer service. Throughout the years, customers consistently tell our editors just how impressed they are with the type of customer service and support provided by HCSS.

In 2006, the company opened a large implementation center in Houston, Texas, to help facilitate planning sessions required for product deployment. This coincides with the company’s “Get it Right the First Time” philosophy that has helped hundreds of heavy/highway contractors get up and running with a set of products that fit the way their business runs.

Some of the top heavy/highway contractors in North America signed on as new customers in 2006, including Granite Construction, [www.graniteconstruction.com](http://www.graniteconstruction.com), Watsonville, Calif., and Barnhill Contracting Co.,

[www.barnhillcontracting.com](http://www.barnhillcontracting.com), Tarboro, N.C. And speaking of customers, HCSS’ annual user’s conference turns into an educational seminar for the vendor as well as for its customers.

“I went to their conference in Houston last year as a member of an advisory panel for that year, and I was impressed that it turned into hours of them asking us questions regarding what we would like to see in the product,” says Whitmyer Thompson. “They also asked us about improvements they wanted to make in the product (asking for feedback). I think that is important because we are the ones using the product and know construction and they want to cater the product to fit exactly what we need.”

Contractors don’t have the time to deal with technology that doesn’t add value to their operations. They want technology that is right for their business. HCSS wins more business because it truly takes the time to understand what that means.

