

THE WALDINGER CORPORATION UNIFIES DIVERSE CONSTRUCTION & SERVICE OPERATIONS WITH PENTA SOFTWARE



Background

The Waldinger Corporation, based in Des Moines, Iowa and a charter member of MCAA, has never been a company to rest on its laurels. Since its founding in 1906, Waldinger has a history of making the moves necessary to improve its operations and expand the company to the next stage of growth. This propensity for driving the company forward has helped make Waldinger one of the country's largest mechanical construction and service contractors, with 12 locations and operations in 42 states.

Challenge

As Waldinger continued to expand both its services provided and regions served, the company began to push the limits of its home-grown legacy software. "Maintenance and upkeep of our legacy system was becoming unwieldy," said Paul Morrison, Waldinger's Southeast Region Controller. "Bringing new acquisitions into the fold was particularly challenging."

The Solution

The Waldinger management team, led by Senior Vice President of Operations Dave Miller, undertook a project to find an information system which was equally adept at managing construction and service in a multi-state, multi-location environment, and could facilitate future growth as well. After a system search of over two years, Waldinger purchased PENTA, a construction management software package from Penta Technologies, Inc. "PENTA does just what we needed – construction and service management in a fully integrated package," said Miller. The Waldinger Corporation implemented PENTA in January 2006, and is now using the system to manage financial, construction and service operations in both its Midwest and Southeast regions.

Benefits

Financial

With projects ranging from large commercial construction jobs to brief service calls, having an integrated system was a must for corporate reporting. Paul Morrison, who uses PENTA to prepare monthly, quarterly and annual reports, also oversaw Waldinger's report-writing responsibilities. "We have more flexibility now in report-writing company-wide," said Morrison. "In cases where we've provided several services to a customer, we're able to see a combined view of customer profitability."

Construction

On the construction side of the business, visibility and timeliness of job cost versus budgeted cost is of the utmost importance to the overall profitability of a job. "On line availability of job cost information with drill-down in PENTA's PRFE (Project Review and Forecast Entry) module is great for operations," said Dave Miller. "It allows our Project Managers to easily stay on top of job cost and spot problems early."



Service

Waldinger's Midwest region service operations use PENTA to dispatch technicians, assign work orders and bill customers for service calls, repairs, replacements, small projects and numerous types of maintenance agreements. "There is a huge variability in how Waldinger sells maintenance agreements," said Service Manager Joel Doyle. "It's nice that PENTA has the flexibility to accommodate."

Future

As you would expect, Waldinger is already looking to future improvement through the next phase of its plans for PENTA, which includes its Project Managers beginning to use the PENTA Project Management Workbench for project communications, transmittals, submittals, drawings, issues and RFI's along with job cost. PENTA's unique organizational unit structure has also helped take the financial headache out of new growth initiatives. "The ease of adding new organizational units in PENTA has been a huge improvement for us," said Paul Morrison.

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