Case Study:

Otis Eastern Service, LLC

“We all expect every new system to do what we want it to do, but everyone knows that’s not always the case. Having PENTA for over a year now, everything seems to flow the way we like to. It’s been impressive to actually have that. There are some challenges with any new system, but for what we’ve gotten up to this point, I think it’s really been worth the investment toward PENTA.”

- Ella Litzburg, Director of IT

WHO THEY ARE

Otis Eastern constructs pipeline infrastructure for the oil and gas industry.

They build gathering systems for producers in the Appalachian region, as well as pipelines for midstream and transmission companies throughout the Northeast and Mid-Atlantic. Otis Eastern focuses on new construction projects as well as replacement and integrity maintenance work on existing pipeline systems.

LOCATION

Their work in the Northeast and Mid-Atlantic regions requires Otis to operate in a variety of conditions ranging from remote hilly terrains to suburban neighborhoods and urban streets.
THE CHALLENGE

Because 90% of Otis Eastern’s workforce is union, payroll processing is very important. Their multi-union structure is very complex with a lot of strict rules and regulations Otis has to keep up with and follow. Otis needed a software solution that could handle their complicated, multi-state union construction payroll needs, and after doing their research, PENTA was at the top of their list.

At the same time, Otis needs to handle the very different and often confidential payroll processing and reporting requirements of executive and administrative personnel.

Before PENTA, this meant maintaining two different payroll systems. “With PENTA,” Litzburg said, “we were able to combine both confidential and non-confidential payroll into one system. Having all reports and all data in one place is a big plus for us.”

MAKING THE SWITCH

“With PENTA, we were able to combine both confidential and nonconfidential payroll into one system. Having all reports and all data in one place is a big plus for us.”

- Ella Litzburg

“Because we were switching from a system that we had used for 20 years at least, that system was ingrained in everything that we did. Our processes fit around that system,” Casey Joyce, General Superintendent at Otis Eastern said. Digesting new software and the business process improvements it makes possible could have been disruptive to Otis’s operations.

The company had ongoing projects running inside their old system at the time that they were implementing PENTA. They couldn’t afford to shut down so that they could make the switch, and with PENTA, they didn’t have to.

“We didn’t slow down at all, Litzburg said. “We did testing and then went live – all without anyone outside the company knowing it.”
THE SOLUTION

Employee Impact
Otis Eastern believes in taking care of their employees so that they can focus on doing their best work. Their employees stay loyal and dedicated because the PENTA software makes sure that payroll stays on track. “We don’t want them wondering when their next check is going to come, worrying about whether all the calculations and deductions were correct, because that takes their focus away from the work. Smooth, timely and accurate payroll is a major, major benefit we get out of PENTA,” Joyce said.

Smooth Operations
With PENTA, Otis Eastern has gotten a lot more efficient because the system has allowed them to automate paperwork like accounts payable invoice routing and approval. In addition to making Otis’s internal processes more efficient, this means their suppliers and subcontractors, especially smaller local vendors to whom cash flow is very important, get their invoices processed and paid in good time. That saves Otis a lot of headaches in the long run.

“If there’s a communication breakdown of paper flow to our customers, or an invoice gets lost from a vendor, or a paycheck is wrong for an employee, that can derail a project that’s on a very tight timeline, and everything has to fit in place for it to stay on track. PENTA is central in all of those components, making sure that everything is being done efficiently,” Joyce said.