



JEN Electric

# Improved Company Image Leads to Competitive Advantage

*“ Because many of our clients contract with us for multiple projects, they appreciate that every piece of information they receive from us has the same look and feel. Project DocControl helps position us a notch above the pack.”*

**Kelly Anderson,**  
President  
JEN Electric

Project DocControl software streamlines project documentation processes for the Arizona-based electrical contractor, yielding greater consistency, improved company image, and an edge over the competition.

## PROJECT SUMMARY

Arizona-based electrical contractor JEN Electric needed a better way to create and track its project documentation. Managing multiple projects for a core group of clients, the company wanted to present a more uniform and professional image when it came to project documentation. This meant deploying a system that would give all project-related documents had a consistent look and feel, regardless of who created them. But JEN Electric didn't want to create extra work for its project management team; instead, it wanted to help make them more productive.

By implementing Project DocControl, JEN Electric was able to meet these seemingly incompatible objectives, yielding:

- Improved project document consistency
- Enhanced company image
- A more streamlined document tracking process
- Increased project manager productivity



## JEN Electric

### JEN Electric

- Arizona-based electrical contractor
- Approximately \$15 million annual revenue
- Design-build, C.M.A.R. and hard-bid contracts
- Full-scale implementation in 2002

### THE CHALLENGE

Established in 1990, JEN Electric specializes in commercial and industrial projects throughout Arizona. Committed to providing superior client service, the company has developed a strong core group of clients and routinely manages multiple projects for each of these clients.

By 2002, JEN Electric had reached a point where it needed to standardize its project documentation and tracking processes. Management wanted to foster greater discipline in project documentation, while providing a more uniform image to its clients. One client representative, for example, would work simultaneously with four JEN Electric project managers on four different projects, each generating correspondence, RFIs, transmittals, work orders, and other associated documents and logs.

The company realized that it needed to standardize its project documentation format for greater consistency and improved client confidence. And because of the sheer volume of documentation each project was generating, it also needed to find a more efficient way to create and track these documents.

### THE SOLUTION

In 2003 JEN Electric selected Project DocControl software, deploying the application corporate-wide. All projects today are tracked in Project DocControl, and all RFIs, submittals, transmittals, and work orders are issued through the system, based on standard, uniform templates.

According to Kelly Anderson, JEN Electric's President, "We utilized Project DocControl's Web training program, which consisted of a simple, four-hour session. Then, our implementation team went back and evaluated each module to determine which ones would work best for our business. We chose 16 modules and implemented them all at one time for every new project."

Anderson added, "We've found the system to be very intuitive, and formal training for new employees has not been required. Anyone with basic Windows and project management skills can use the product easily."

### THE RESULTS

Project DocControl has streamlined documentation and tracking processes for JEN Electric's project management staff, while also creating increased document consistency for its clients. The company has successfully leveraged the system in dozens of projects in Arizona, including:

- **Verrado High School (Verrado)** – \$3 million electrical package for state-of-the-art high school.
- **Arizona Department of Environmental Quality (Phoenix)** – \$6 million electrical package for 295,000-SF headquarters with parking garage.
- **Scottsdale Waterfront (Scottsdale)** – \$7 million electrical package for 13-story sister condominium towers.

Besides the improved consistency in project documentation and the increased project management productivity made possible by Project DocControl, JEN Electric also sees the system as a strong differentiator for its business. Said Anderson, "Project DocControl has streamlined our processes internally and created discipline for our project managers."

He added, "The project tracking functions have saved us significant time, allowing us to focus on the needs of our clients. And because many of our clients contract with us for multiple projects, they appreciate that every piece of information they receive from us has the same look and feel. Project DocControl helps position us a notch above the pack."

### CONTACT INFORMATION

To learn more about how Project DocControl can help your business succeed, visit us at [www.ProjectDocControl.com](http://www.ProjectDocControl.com) or call 813.903.9446.