



Case Study | Construction | Henley Property Group

Builder streamlines documentation, increases quality control with OnBase

Customer

Henley Property Group

Size

500 employees

Location

Headquarters in Melbourne, Victoria

Offices in Brisbane and Sydney

24 satellite offices in Australia

OnBase Integrations

Dynamics AX (ERP)

Data warehouse

Third-party web services

Departments Using OnBase

Sales

Estimating

Administration

Building and Planning

Drafting

Construction

Accounts

The Challenge

In the construction industry, there are hundreds of documents. Keeping track of them, and all their subsequent revisions, while ensuring their safe delivery to suppliers was a nightmare for one of Australia's largest home builders.

"The way we were managing all of this was time consuming, inefficient and unreliable. We knew we had to do this a different way," said Chief Information Officer Jeremy Bree, Henley Property Group.

That different way was OnBase by Hyland.

The Solution

For each house built, Henley sends out orders to all of the suppliers involved. Each supplier also needs the documents related to the order – building plans, soil reports, colour selections, etc. Staff had been sending multiple emails with one attachment at a time to each of its suppliers to make sure the information got through. Initially, Henley built a basic web portal that connected to OnBase that supported the product type that had the largest set of plans. Staff then emailed suppliers a link to the web portal to access the product information they needed.

"But, access to this portal and its interface proved difficult for suppliers and the manual file synchronisation was a burden for our staff to maintain," said Bree. "We realised we needed to upload all of our documentation to OnBase and use it as our primary repository."

Using its own indexing rules, Henley uploaded and indexed every document from their server into OnBase, mapping each to their related cost center, creating the file structure and tweaking the scripting. Hyland's technical services team built a web service and created an interface that retrieves all the relevant documentation in OnBase. The solution was live in under six months.

Now when Henley emails a purchase order to a supplier, the PO links to a landing page unique to the supplier where they may access all the information they need. To further enhance both tracking and quality control, suppliers must click on a button on the page acknowledge they've received the purchase order before they can access the information.

OnBase
by Hyland

“With OnBase, we no longer worry about the volume of data or overloading our servers – or our suppliers servers.”

– Chief Information Officer Jeremy Bree
Henley Property Group

The Difference

No more lost orders: “We have less missed orders and delays because of orders not being processed,” said Bree. “Now everything is tracked. This allows our Estimators and Administrators to work more efficiently. And, our suppliers are happy, there’s less impact on their mail servers and the process flows seamlessly.”

Provides increased visibility: “When a project is ready for specific suppliers, we know six weeks out when we need goods – and even as little as a week out, we can call the supplier knowing they’ve received the order, acknowledged it and are able to supply in the time required,” said Bree.

Easily handles volume: “Henley builds over 2,000 homes per year. When we send an order out to suppliers for a job, every aspect of doing that specific job is related to an individual cost centre and each cost centre generates a purchase order that is attached to the order. With OnBase, we no longer worry about the volume of data or overloading our servers – or our suppliers servers,” said Bree.

Scales to meet business needs: “We plan to expand the web interface functionality to include ‘revisions to drawings,’ delivering them the same way as the purchase orders are now. Suppliers will go through the same process of clicking on the landing page link, acknowledging receipt of the revised drawings, PO and all relevant documents. It’ll all be tracked by OnBase and visible to our team,” Bree added.

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