



Kiewit Western Company

Building business with fast and easy faxing



Kiewit Corporation is one of North America's largest and most respected construction and engineering organizations and is the successor to a construction business founded in 1884. Headquartered in Omaha, Nebraska, the employee-owned company operates through a network of subsidiaries in the United States and Canada. Kiewit offers construction and engineering services in a variety of sectors including transportation, buildings, water and power, underground facilities, industrial, oil and gas facilities, mining and offshore facilities. Kiewit's workforce includes approximately 5,600 salaried and hourly staff along with more than 11,000 craft workers. In 2007, Kiewit was named the most admired company in the Engineering and Construction industry on FORTUNE's 2007 list of "America's Most Admired Companies."

Situation

When Kiewit Western Company, a subsidiary of Kiewit Corporation, takes on a new construction project, it puts together the project plan and cost estimates to then solicit bids from subcontractors to fulfill the requirements. Depending on the size and scope of the project, the requests could be sent to as few as a couple hundred companies or to as many as thousands of subcontractors.

For years, Bob Pemberton, Kiewit's Business Development Coordinator, sent the bids for each project via fax.

"I had a contact list of 27,000 subcontractors, which meant I was working with 27,000 different fax numbers," said Pemberton. "First, I had a software program on my computer that stored the numbers, but I wasn't able to send faxes from that program. So, next, I manually transferred the entire list to an Excel file. My plan was to upload the fax numbers from the Excel spreadsheet into Microsoft Outlook — however, that created too many glitches and formatting issues. It was incredibly frustrating. I was spending so much time on simply trying to send faxes that I said, 'that's it,' and decided someone else had to do this for me."

Solution

Bob began searching for a tool that would enable him to send faxes without the hassle of doing it manually. He looked on Microsoft's Gold Partner website and discovered FlyDoc by Esker.

FlyDoc is an on-demand service that enables organizations to send business documents via fax, postal mail, email and SMS directly from user desktops and enterprise applications. FlyDoc also has online archiving and tracking capabilities and a user-friendly interface.

After a brief review of the materials online, Bob saw that FlyDoc was exactly what he was looking for to resolve his problem. He downloaded the FlyDoc 100-fax trial version to check it out for himself.

"It was great timing — right as I was looking at FlyDoc, my boss came in and handed me a list of companies that needed to receive contract bids. I put it right to the test," said Pemberton. "I created a profile, inserted the fax numbers from my Excel sheet into FlyDoc, and sent the bid to the appropriate contacts within five minutes. Shortly after, I even received confirmation that the faxes were delivered."

The same task that had been taking Bob up to two weeks was now completed in minutes, without the difficulties he often encountered as a result of manual entry or formatting errors. FlyDoc also provides feedback on any incorrect or undeliverable fax numbers. Bob sends out a batch of bids three times a month, on average. The volume depends upon the opportunity, but can range from 300 to 27,000.

Bob also evaluated several other solutions similar to FlyDoc.

"We saw others, but found that most of the other services provided much more than what we needed and were also very expensive. None were able to give me the simple capability I was looking for like FlyDoc did," said Pemberton.



FlyDoc is affordable, user-friendly, and incredibly reliable.

Bob Pemberton ■ Business Development Coordinator ■ Kiewit Western Company



FlyDoc is a key component of my work. I can get a lot more done focusing only on growing our business. It's simple, easy to work with and completely eliminated my problem. Management is thrilled and it makes me look good.

Bob Pemberton ■ Business Development Coordinator ■ Kiewit Western Company

"FlyDoc is affordable, user-friendly, and incredibly reliable. I needed fax services — that's it. And FlyDoc came through."

In addition to increasing Bob's capacity to spend time working on business tasks instead of administrative jobs, FlyDoc enabled Kiewit to give subcontractors the legally required time to review the contract proposals and return their bids.

"Previously, there had been a few times when we missed out on contracts completely due to technology issues. I wasn't able to get the bids sent to the subcontractors in time," said Pemberton. "This was just unacceptable for our business. But now, with FlyDoc, I am fast, efficient and able to meet all the deadlines."

2007 was a record year for Kiewit and Bob believes FlyDoc had a lot to do with how he was able to perform his job better to contribute to the company's overall success.

"FlyDoc is a key component of my work. I can get a lot more done focusing only on growing our business," said Pemberton. "FlyDoc may not be a complicated service, but the benefits I've experienced have been tremendous. It's simple, easy to work with and completely eliminated my problem. Management is thrilled and it makes me look good."

© 2010 Esker S.A. All rights reserved. Esker, the Esker logo and FlyDoc are trademarks or registered trademarks of Esker S.A. All other trademarks are the property of their respective owners.