Customer Case Study

IMTC-MEI

IMTC-MEI Uses Prolog® Software to Improve Project Reporting and Client Satisfaction across the Globe

IMTC-MEI, LLC, a subsidiary of Louisiana-based Crown Enterprises, Inc., is internationally recognized in the industry as a leader in capital construction and program management. With Domestic Headquarters in Houston, TX and International Headquarters in Bratislava, Slovak Republic, IMTC-MEI has also established offices in Tbilisi, Georgia and Kyiv, Ukraine for continuous expansion of an international platform. In 2010 IMTC-MEI will further expand, with offices in Hong Kong and St. Lucia planned for complete international coverage utilizing one program-based system.

IMTC-MEI programs benefit clients throughout North America and international regions, including Europe, Africa, Asia, the Middle East and the Caribbean, by incorporating the international best practices of associations such as the Association for Cost Engineering International (AACEI) and the Royal Institute of Charter Surveyors (RICS). Local staff is fully involved in the management of each project. In addition, procurement options are constantly reviewed to ensure that the best local materials are used, which produces an optimal balance of quality and pricing.

IMTC-MEI is an Associated Builders and Contractors (ABC) National Eagle Award Recipient for a Mega Project with values more than $100M. The company has also been recognized by the U.S. Department of Commerce for participating in 2008 trade missions to Tbilisi, Georgi, as well as Donestk, Odessa, Crimea and Lviv, Ukraine. IMTC-MEI also received ISO 9001 Certification for their utilization of a program management system functionality based on the utilization of Prolog software.

IMTC-MEI is recognized as one of the best in the business at executing catastrophic reconstruction, but the use of disparate software systems made their back-office project management processes problematic. Separate systems were in place for cost control, procurement, document management and more, which created inefficiencies in overall business processes and provided limited access and visibility to critical information.

"Communication was a challenge for us because we had information coming in from multiple sources that was not being placed in a centralized location," states IMTC-MEI Senior Project Services Manager, Shane Thomas. This made it difficult to generate timely and accurate status reports. Although the company's clients were happy with the visual progress made on their projects, IMTC-MEI needed a more efficient way to provide them with dashboard reports on budget, costs and completion percentages.

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> *Shane Thomas*
> *Senior Project Services Manager*
> *IMTC-MEI*

A Future with Prolog

When IMTC-MEI experienced an increase in projects – and an associated exponential increase in reporting demands – the need to standardize their project management processes using one system of record became imminent. The company did extensive research and reviewed several solutions. After gathering recommendations from clients and thoroughly evaluating their options, IMTC-MEI chose Prolog® Manager from Meridian Systems. "After analyzing what we currently wanted to accomplish and where we saw ourselves five years down the road," Thomas explains, "we realized that Prolog had the capabilities and flexibility to meet our needs now and in the future."

As leaders in their field, IMTC-MEI recognizes the value of niche expertise. That's why they put their software implementation in the hands of specialists. In September of 2008, the company purchased Prolog from Project 3 Technologies, a Meridian Systems Value Added Reseller (VAR) in Texas. With experience in project controls and document management, Project 3 Technologies could help IMTC-MEI successfully implement Prolog to better manage their costs, risks and resources.

"Project 3 Technologies had real-world experience that translated into cost and time savings for us," Thomas explains. "When we said change order, they knew what we were talking about. We didn't have to explain our daily business to them because they understood our challenges. They've been wonderful to work with and they're local, so we don't have to worry about time zone differences when we need help."

Since the company's projects can be located anywhere in the world, IMTC-MEI chose to utilize a third party hosting service for their Prolog software. Project 3 Technologies recommended ProjectXnet hosting from The Cram Group, a Meridian authorized System Integrator (SI). ProjectXnet provides secure, Web-based access to Prolog from any Internet connection. "No matter where our people are, as long as they have Internet access, they can get to our Prolog data," Thomas says. "ProjectXnet backs up our data every hour and The Cram Group offers spectacular 24/7 support."

Third party hosting also delivers peace-of-mind to IMTC-MEI. In 2008, Hurricane Ike knocked out the power in Houston for two weeks. Thomas is relieved to know that, if another event like this happens close to home, the company's Prolog data will still be safe, secure and online.

Teamwork Expedites Implementation

With the Project 3 Technologies and The Cram Group teams handling IMTC-MEI's Prolog implementation, the process moved forward quickly. "It amazes me how fast we were able to implement a fairly complex system like Prolog because of the knowledge and experience of our implementation teams," Thomas states. "We were online within 72 hours. Two weeks later, myself and three or four other users were comfortable enough to function within the software. Five months later, we were running a $48M project."

Prolog was implemented in phases by functionality. Procurement was brough online first, followed by Cost Control and Document Management. During each phase, reports were customized to meet the specific needs of IMTC-MEI and their clients. That first $48M project, for example, was a fire rebuild that required cost tracking to the most detailed level and the ability to segregate specific types of expenditures. Reports were created that gave the client a 10,000 foot view of the project with the capability to drill down to details.

Prolog also allows IMTC-MEI to customize nomenclature on reports to present terminology in different ways for different clients. For example, "Committed Cost" for Client A might be changed to "Expend" for Client B. And, to more easily reconcile information between project management and accounting, specific Prolog reports were designed to mirror the company's accounting reports. "People can now review the same information in the same format from two separate systems," Thomas states.

IMTC-MEI made Prolog their standardized international technology platform. During configuration of the software the company utilized input from trained bilingual Ukrainian, Slovakian and Georgian personnel who had the ability to establish IMTC-MEI programs in Hospitality, Airport and Infrastructure.

Forward-Thinking Benefits

Since IMTC-MEI can now offer their clients up-to-date, real-time reporting – and offer it through a secure software and hosting system – they clearly have a competitive advantage over other catastrophic rebuild companies. "In the past, I may have spent three or four days manually creating a custom report for a client," Thomas says. "Now, I can get

Meridian Partner Profiles

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even the most complex data from Prolog is less than three hours. Our clients love the speed and accuracy of the reporting."

Internally, the company has also achieved their objective of improved communication through the centralization and standardization of project information. "Access to information from a remote job site is instantaneous," Thomas states. "Instead of getting an e-mail with a spreadsheet summary of undefined information, our project staff can go into Prolog and get the exact information they need. If there's a problem on a job, real-time information can be provided to the client. We didn't have this ability in the past and it's a big comfort to our clients."

The increased data visibility provided by Prolog has decreased risk for IMTC-MEI and their clients in many ways. Comparing weekly quantity completions to the schedule helps keep the job on track. Requests-for-information (RFIs) are monitored to avoid cost impacts from response delays. And the Daily Work Journal provides a record of vital site activities. "If you can control these factors on a project," Thomas says, "you can effectively control your risk."

Most recently, IMTC-MEI has benefited from the Office Business Applications (OBAs) functionality within Prolog Converge. Prolog Converge is a Web-based project management application powered by Prolog that provides project management capabilities in the areas of Collaboration, Reporting, Document Management and Field Management, as well as support for Mobile solutions and Building Information Modeling (BIM) integrations. "The OBAs within Prolog Converge allow simple applications like Microsoft Excel to be used as an interface to Prolog. Anyone who can use Excel can now use Prolog on our projects, which cuts our training costs in half," Thomas explains. "Meridian Systems is a very forward-thinking company, which is important to us. The development of Prolog Converge demonstrates this forward movement."

A Powerful Technology Trio

Security, anonymity and data stability are requirements for the clients IMTC-MEI serves. With the powerful combination of Prolog software, ProjectXnet hosting and Project 3 Technologies' services, IMTC-MEI has the most secure and stable system possible in today's global IT environment. "Our Prolog software has become our be-all, catch-all system," Thomas states. "Everyone from the most entry level worker to the highest level executive has instant, accurate and secure access to information that has been collected from multiple sources so that informed project decisions can be made in real time."

IMTC-MEI Project Profile

Construction of a New Terminal and Parking Structures at the Lviv Airport in Lviv, Ukraine

The 2012 UEFA European Football Championship, or Euro 2012, will be hosted by neighboring Poland and Ukraine, June 8 - July 1, 2012. In anticipation of the thousands of visitors that will travel to the region for Euro 2012 – and the decades to follow – this project will expand the current Lviv Airport Facilities.

The expansion project was originally designated to include six new 737 Gateways and two Wide Body Gateways for the airport terminal that would be capable of handling up to 1,220 passengers per hour (5.69 million passengers annually). There has been a scope review of the project, which may result in a scope reduction. This has required a significant amount of tracking and interaction within Prolog.

IMTC-MEI has been tasked with the funding, engineering, construction and management ownership of the terminal, along with operational management of the Lviv Airport.

Key Project Elements

> Utilization of a multi-cultural project team

> Utilization of integrated project tools

> Achievement of ISO 9001 Certification

> Recognition for being the largest privately-funded project by the U.S. as a leading investment in Ukraine

Estimated Cost: The original estimated cost was $200M USD. The fundable cost is $150M USD.

Projected Completion Date: August 12, 2011

Anticipated Results: The anticipated results are the safe, on-budget, on-schedule completion of this mega project. This achievement will take a concerted effort from local officials, Heads of Government, funding authorities, professional constructors and the integrated program management team.