

Customer Case Study

Legacy Building Services, Inc.



Legacy Building Services Uses Prolog® Software to Reduce Risk, Automate Labor-Intensive Tasks and Save Tens of Thousands of Dollars Each Year

Founded in 2003, Legacy Building Services, Inc. is one of the Pacific Scene Family of Companies that also includes Pacific Scene Homes and Pacific Scene Commercial. Legacy constructs commercial, multi-family, religious facilities, historic renovation, tenant improvement and industrial projects in the San Diego and Inland Empire areas of California, and also provides construction management, pre-development and design/build services to property owners and developers. The company's ability to understand owners' needs, and the full range of complex issues that must be solved to fulfill them, has solidified its place in a competitive marketplace.

Legacy is a member of several trade associations, including the Associated General Contractors of America (AGC), San Diego Chapter, the American Subcontractors Association (ASA), San Diego Chapter, the American Institute of Architects (AIA) and the U.S. Green Building Council (USGBC). In 2007, Legacy was ranked #22 on the San Diego Business Journal's list of the top 25 contractors in San Diego County. The company's goal is to make it into the top 15 in 2008.

When the Pacific Scene Family of Companies, a fully integrated real estate organization now in its second generation, launched Legacy Building Services, it recruited several key individuals to get the company off the ground. Among these "A" players was Project Manager, Tim Saenz, who credits the team dynamics for the company's early success. "We all have the same vision and goal," he says, "and a lot of connections."

Those connections were responsible for securing Legacy's first job: a \$30M mixed-use project with apartments and commercial space on six acres. According to Saenz, implementing project management software before this initial project got underway was vital. As the general contractor, Legacy needed a solution that would track project details, establish efficient communications with owners and subcontractors and provide strong document and cost control.

Saenz had used Prolog Manager from Meridian Systems at his previous place of employment and had actually helped establish the program at that company. Most of the other Legacy staff had exposure to Prolog as well. "It made sense to implement a program that we knew would work for our needs," Saenz says. "Prolog was the obvious choice."

Conforming Processes to Prolog

Working closely with Kelar Pacific, an authorized Meridian reseller with offices in San Diego and Los Angeles, Legacy purchased Prolog licenses and began the implementation. Although Kelar made minor customizations to contract reports and the procurement system, Legacy would use Prolog's core functionality 'out of the box.' "At my previous company," Saenz explains, "we customized every Prolog

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*Tim Saenz
Project Manager
Legacy Building Services, Inc.*

process, which created a huge maintenance and training issue. At Legacy, we decided to conform our company to Prolog, which helped us standardize our processes very quickly.”

Because the Legacy team was already familiar with Prolog, there wasn’t a need for intensive training. So Kelar designed refresher courses to get staff up-to-speed on things like transmittals, contract management and budget control using the current version of the software. “Kelar was there to walk us through each step in the implementation process,” recalls Saenz, “and as we became a more sophisticated company, they helped us fine tune our processes. Kelar has been a definite asset as we’ve grown.”

Increased Efficiency Saves Thousands of Dollars

Today, Legacy’s entire operations team uses Prolog – from project administrators and superintendents to project managers and engineers – to manage costs, contracts, drawings and even field administration tasks. The company’s annual revenue continues to grow rapidly and it expects to double its current \$45-55M production in 2009. Saenz attributes the efficiencies gained from Prolog for Legacy’s ability to handle such tremendous growth.

One example of this involves communication. By integrating Prolog with its e-mail system, Legacy has cut its formerly time-intensive communication process in half. “By e-mailing correspondence like submittals, requests for information and potential change orders directly out of Prolog,” explains Saenz, “we’ve increased the productivity of each person. If you figure in our billable rates by the hour, we are saving approximately \$1000 per team per month on this one task. That’s a substantial cost savings at the completion of the project.”

But increased efficiency doesn’t stop there. Saenz estimates that having Prolog in place saves considerable cost per month because the team is entering data into a single, comprehensive solution rather than completing multiple data entry tasks in a variety of programs. Consistency in documentation is successfully achieved by this method. “Prolog is the best software I’ve seen for controlling numerous aspects of the construction project in one system of record,” says Saenz.

Reducing Risk in Multiple Ways

Managing risk is important when you’re a young company with a relatively small staff. Prolog has contributed to risk reduction at Legacy in a variety of ways. Saenz explains:

Drawing Control: “By using Document Management in Prolog, we track every drawing issued by the architect, when it’s approved and when changes are made. More importantly, we tie drawing packages to our contracts with a subcontractor, which is especially important on big projects.

If you don’t control the drawing process, you can actually go into a tailspin and not know what you should be building. Prolog helps eliminate this situation.”

Cost Control: “On the cost side, we use a Rough Order of Magnitude – or ROM form – to quickly notify owners of changes. The quick turnaround of information enables the owner to make decisions. On large projects, this definitely helps stay on schedule.”

Change Orders: “We use two different numbering systems for potential change orders to define cost issues as either Owner responsibility or Contractor responsibility. This enables us to run separate, standard Prolog reports for both owner changes and internal issues.”

Expediting Payment: “If our change order processing lags, the subs don’t get paid on time – and neither do we. Having an efficient system for moving a request for information to a potential change order to an actual contract change helps us submit our payouts on time. Prolog helps us get paid more quickly.”

Daily Reports: “Another way we decrease risk is by knowing what we did on the job site each day. The daily reports and journals in Prolog enable us to document every detail. This helps us manage the project and substantiate the schedule.”

Maintaining a Market Identity

Legacy strives to stand out from other companies in its market through performance. Its thorough, proven approach to pre-construction planning, disciplined attention to detail and use of Prolog software has helped it achieve recognition and continually secure new work. The company consistently delivers projects on time and on budget – and sometimes ahead of schedule and under budget.

“Even though we’re small, we know how to control costs,” says Saenz, “and that’s our philosophy. We want to stay small and efficient while continuing to deliver the highest quality services at the best price.” Prolog wholly supports that philosophy.

Meridian Partner Profile

Kelar Pacific, LLC

6020 Cornerstone Court
West, Suite 105
San Diego, CA 92121

5777 W. Century Blvd.,
Suite # 1595
Los Angeles, CA 90045

Phone: (800) 578-2457
www.kelarpacific.com



Legacy Building Services, Inc. Project Profile

Liberty Station Marketplace with Renovation of the North Naval Chapel located in Point Loma, California

The Naval Training Center master redevelopment project in Point Loma, of which Liberty Station Marketplace is a key component, is the first military retrofit/reclamation in the state – and its success has made it the model for military base closures throughout California.

Legacy was challenged to complete this project within the Naval Training Center Design Guidelines for the Treatment of Historic Properties, as well as city, state and federal guidelines for historic restoration and preservation. The construction firm was required to comply with complex standards that defined four specific, differing treatments: preservation, rehabilitation, restoration and reconstruction.

Because the project transformed seven historic buildings into a 150,000-square-foot retail center with office space, the sheer volume and diversity of the project's individual details created the need for aggressive, innovating thinking.

Key Project Elements

- › Selective demolition work completed without destroying historical construction
- › Full rehabilitation and structural upgrades of existing barracks buildings and the base mall (which were built in 1932 and modified in the early 1940s) to create retail and office space
- › New building construction to connect existing buildings
- › Relocation, rehabilitation and retrofitting of three small sheds
- › Full restoration of the North Naval Chapel originally built in 1941
- › Seismic upgrades to existing historic buildings
- › Disabled accessibility retrofits
- › Installation of new electrical, HVAC/mechanical, fire sprinklers and plumbing systems
- › Preservation, repair, and/or replication of existing historic building components such as roofs, ceilings, windows, doors, walls, decorative trim and site hardscape
- › Refurbishment of site parking



Architect: Nadel Architects, Heritage Architecture and Planning

Legacy Product: Design-Assist

Project Cost: \$30M

Completion Date: August 2007

Project Awards:

- › AGC 2007 Build San Diego Merit Award, Excellence in Building Construction, Private Work, for Liberty Station Marketplace
- › Best of 2007 Southern California, the McGraw Hill Companies Redevelopment Award of Merit, for Liberty Station Marketplace
- › 2007 Award of Excellence for Architectural Restoration from the City of San Diego Historical Resources Board, for the North Naval Chapel
- › 2007 Special Commendation from San Diego City Councilman, Kevin Faulconer, for the North Naval Chapel
- › Save Our Heritage Organization's 2007 People in Preservation Award for Craig Clark, of C.W. Clark, the North Naval Chapel's project developer

Results: Called "the most substantial historical renovation in the history of San Diego," Liberty Station Marketplace presented the project team with a fluid scope of work, was rife with unforeseen conditions, contained firm deadlines for each phase and involved the need to satisfy three different "owners" while coordinating multiple tenant improvement contractors. Through superior project management, Legacy delivered a high-quality project on-schedule (with some phases completed under the allowed duration), maintained a perfect safety record and shared cost savings.



1720 Prairie City Road, Suite 120
Folsom, CA 95630
(800) 850 2660
www.meridiansystems.com

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