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Pype

Kenalex Raises the Bar with Pype AutoSpecs and Closeout

After adopting Procore to standardize processes, Kenalex relies on Pype for an in-depth dive into project documents and to improve the quality of deliverables across all projects.

INTRODUCTION

Kenalex Construction has spent the last 35 years building a reputation of providing value to their clients through their focused and collaborative approach to construction. From their headquarters in North Bay, Ontario, Kenalex has gathered a team of skillful, knowledgeable, and innovative construction professionals that has put Kenalex on the map as a stand-out general contractor amongst its competitors.

OPPORTUNITY

"We wanted to be more involved in the submittal process than we were," shared Sandy Graham, Kenalex's President and General Manager. "We often focused on other project set-up tasks and left it up to the trades to determine what submittals they needed." Project teams would employ the same approach at the back end of the project as well. "There was a lot of back-and-forth between the design team and the trade partners on what documents were needed for turnover. To make matters worse, most of the trades had been closed out and paid by the time we were compiling these turnover packages. All in all, it would take us another three months after substantial completion to have the package ready to deliver to owners." Graham went on to add that he thinks this is a systemic problem across the industry. "There's often little attention paid to the closeout process. However, neglecting to properly document closeout requirements can cause friction between the owner, their design team, and contractors, while also exposing contractors to major legal and financial risk."

FINDING A SOLUTION

"I initially found Pype's listing while browsing Procore's App Marketplace," said Graham, who had been investigating options to standardize their workflow when they settled on Procore. "I was really impressed by their partner ecosystem, thinking that we could use some of these other solutions alongside Procore to get even more value out of the software." In particular, Graham was drawn to Pype by the level of scrutiny AutoSpecs uses to examine specifications, adding "just like we use Bluebeam with Procore to manage our drawings, we use Pype with Procore to manage our submittals and closeout documents. It's a level of detail that allows us to understand our projects in their entirety."

> **"We use Procore for the majority of our project management processes, and Bluebeam and Pype for those detailed examinations of critical project documents. They're a great compliment to each other."**
>
> Sandy Graham
> President & General Manager, Kenalex

MAINTAINING CONTRACT COMPLIANCE AND PROJECT EFFICIENCY

"It was shocking to me when I saw everything these master specs contractually require of our project teams," Graham said. "It was far more than I expected. Digging into them, we uncovered some specifications that didn't fit the goals the client had for the project or would eat up funds that could be better spent elsewhere. So, not only are we able to reduce the risk of missing a requirement, but we can also have detailed conversations with clients using the insights we find with AutoSpecs," Graham explained. He added that this has given his project teams the ability to do more with the same resources. "The benefits far outweigh the cost. AutoSpecs provides our project managers with a roadmap of the entire project and gives them a complete grasp of the submittals process. We're not caught off guard by anything."

A PARTNER TO TRADES

"Our trade partners appreciate using Pype Closeout," Graham shared after introducing the solution as their new, single point of contact for closeout document submission. "Some trades were skeptical at first, but after kickoff they really took to the software. They like the framework it provides them to turn in documents, and the confidence it gives them that all of their requirements will be completed, with no surprises waiting for them at the end of the job."

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Those surprises, Graham told us, would often come well after the trade partner had been paid and moved on to new work. "Because the turnover package is often left as the final task for a project, many of the earlier trade partners would have already been paid by the time we try to collect documents from them. It took time out of our day and time out of their day to come up with documents from potentially months ago," Graham shared. Using Pype Closeout, however, the closeout process for Kenalex teams can start on day one, letting them closeout their trade partners in full—including collecting any necessary documentation—as each one completes their scope of work. With the renewed confidence Closeout has given Kenalex, Graham says "with Pype, my goal now is to have 95% of the turnover documents in place and ready to go two weeks before substantial completion."

A PARTNER TO CLIENTS

"The turnover package is a sore point for the majority of owners," said Graham. "It's that lasting touchpoint they have from the general contractor, and if it's difficult for the operations team to use, they notice and they remember." Graham wants to make sure Kenalex is never remembered in that way. "We want to be recognized as the builder that delivers solutions that make our customer's lives easier." Using Pype's turnover package feature, Kenalex can easily show owners the value of Pype Closeout on their project. The feature allows project teams to compile documents they've collected in Closeout into a digital, PDF turnover package, with automatically placed slip sheets and internal hyperlinks so they'll never break when the operations team clicks on them.

"I tell the design team that they can either have a hard copy manual two or three months after substantial completion, or they can have this fully hyperlinked, digital PDF package two weeks before substantial completion." Even when owners are adamant about having both a digital and physical copy, "we just send the package we generate in Pype to the publishers to have it printed. Otherwise, making a physical manual from scratch would take us hours or days of just compiling." Owners almost always prefer the digital PDF file, Graham says. "They never lose it, it looks professional, and it has everything the operations team needs at their fingertips."

FINDING A PARTNER IN PYPE

"Our customer success representative at Pype is like an extension of my team," Graham stated. "Pype's Customer Success Team has been instrumental in getting our other project managers up and running with the software." According to Graham, rollout has been smooth, especially due to the intuitive nature of AutoSpecs and Closeout. "They're very simple to use. I've had no problems learning how they work or using the platforms on projects." Kenalex's trade partners also found Pype easy to work with, Graham shared. "They don't have to worry about putting manuals together or pulling their submittal requirements from the specs anymore. Pype takes care of that part for them—all they have to do is click a link from their email and upload their files."

CONCLUSION

"We want to be the go-to contractor for both building owners and trade partners in Ontario," Graham stated. "The first step towards achieving that goal was to standardize our processes across every one of our project teams, and we did that with Procore. The next step is to continue to raise the bar on the quality of our deliverables with that standardized process, so that every client and every trade has their expectations exceeded every time they work with us," he continued. "And that we do with Pype."

"Our job is to make our clients' lives easier. We don't want to be that difficult contractor; we want to be the solution. Adding Pype to Procore is how we do that."

Sandy Graham
President & General Manager

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