



# Case Study

## CDM Service Group – Better Data Makes for a Better Company

**AUSTIN LANE**

TECHNOLOGIES

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**CDM Service Group**  
Omaha, NE  
[cdminvestmentgroup.com](http://cdminvestmentgroup.com)

**Industry:** Commercial Construction, a full service interior contractor providing products and services for ceiling, floors and walls; with Distribution and Manufacturing units

**Challenges:** Getting accurate data to and from the field crews and office personnel with accuracy and timeliness. Reducing paper work, accuracy of cost codes and communication lag while having the scalability to accommodate the company's many locations and jobs

**Solution:** ALMobile Time and Production Tracking, a scalable software that streamlines their tracking processes in the field and handles the tracking of detailed job productivity with ease

**Results:** Increased efficiency and with better and accurate data from a system that manages the complexity of CDM's job cost needs

Omaha, Nebraska based CDM Service Group provides cost effective customer driven solutions and services for their highly reputable Construction, Distribution and Manufacturing Units. With a primary goal of providing the best tools and resources for their teams to excel, CDM manages the necessary business activities that would be outside of a given team's primary area of focus or expertise.

With six locations across the country and numerous jobs in production, having better data and streamlined communication was at the top of their priority. In the past, they had tracked all of their data with either paper or spreadsheets. As a result, fast and accurate communication consisting of employee time and productivity on jobs was difficult to achieve. Since CDM values innovation and is always looking for ways to keep their services at the cutting edge, they looked for solutions and acted quickly.

### MANUAL PROCESSES LED TO INEFFICIENCY WITH TIME AND INACCURATE DATA

CDM's production tracking process before ALMobile would have looked something like this, each employee would write down and submit hours and quantities to the Foreman. The Foreman would then review the data and transfer it into one roll-up document. Those documents would be manually dropped off to the office weekly. Then the administrative person would review the data and re-enter the same data into their accounting system. A variety of reports were generated which were reviewed on a weekly and monthly basis. This same cycle would repeat over and over again.

This process was a slow and cumbersome one that occurred between the Field Superintendents and Administrative/Payroll personnel. And it continued to lead to inaccurate data and time spent working out discrepancies for hours and units entered on jobs that happened a week or more prior. CDM had to find a way to track work in progress and percent complete reports on their jobs without being behind schedule. They knew that they needed better data and that better data would lead to a company wide change in the right direction.

It was easy for CDM to make the choice to partner with ALMobile to have their tracking and communication needs resolved and enhanced in the best ways possible.

## BUILDING A FOUNDATION FOR BETTER DATA FROM THE FIELD TO OFFICE PERSONNEL

CDM had been looking for a solution to leverage for all of their production needs as well as time which they found in ALMobile. With the software selected, CDM set off on the strategic plan set up by Austin Lane Account Representative. The first step was deploying ALMobile Time at one of their locations, train their Forman on mobile devices and train them in Time tracking. Four months later they would have trainers come out to help with implementation and deployment of ALMobile Production Tracking. The idea behind this plan was to deploy one application at a time in order to empower the field personnel and iron out any internal issues before deploying ALMobile Time and Production in the next 5 offices.

With Time and Production deployed, designated personnel could now run reports in real-time daily that would cross reference time inputted versus time that was allocated to the cost codes to make sure they reconciled. This reporting streamlined communication for CDM in a way they had never experienced before. “These two products work really well together” states John Hower, Director of IT and Education, ‘and it gives you better data, which makes you a better project manager, better owner, better company.’”

### ALMOBILE DELIVERS ON DATA FOR CDM

Every week when the teams in the office meet for each of the units they support they now have detailed production reports from ALMobile which they use in addition to the ERP report which is more timely than ever before. There is a high level of trust that CDM has in Austin Lane’s data and it has been remarkably useful in CDM’s weekly production meetings. In addition to the standard ERP reports used for these meetings, CDM is utilizing ALMobile Production Detail reports and are getting data that is more current.

CDM has received amazing feedback from the Presidents of its operating units, “we really like the production summary report generated from Austin lane, we have and continue to use it simply because the information is current. Because we can see the number so early we can make reasonable deductions if they are accurate or not and make changes accordingly.” Never before has CDM had such accurate field data that is current, timely and scalable.

### CDM’s GOALS ACHIEVED

CDM has leveraged ALMobile to streamline their communication and ultimately change the quality and speed of the data that they use back and forth from the field and office.

What’s more? ALMobile Time and Production Tracking empowers the people at CDM, “Production gives people the tools they need to do their job and to do it well,” says Hower. Their project managers have become better estimators and everyone has become better at communication.

As ALMobile continues to bridge the gap in time and unit discrepancies between field and accounting personnel, CDM continues to lead the way in their industry stronger and more unified as an organization than ever before.

### About Austin Lane Technologies

Austin Lane Technologies is a leading provider of mobile business solutions that streamline payroll, time tracking, and job production tracking for construction contractors. Critical information from the home office, remote personnel, and the job site is easily captured and seamlessly integrated with today’s leading construction accounting systems. Austin Lane mobile business solutions operate on multiple device platforms and provide true scalability to support growing businesses. Seamless data transfers among the home office and job sites ensure that contractors have the most current budget and job cost information at all times. Construction company owners who demand accurate, efficient, and timely information look to Austin Lane mobile business solutions to help run their businesses.



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