WHITTON COMPANIES LEVERAGES SUPPLYPRO CONNECT TO STREAMLINE 10,000+ HOME BUILDING TRANSACTIONS PER MONTH WITH A SINGLE SOLUTION

Now Orders For Three Trades Are Integrated Directly From Home Builders To Delivery

“SupplyPro Connect is at the heart of every home we work on. It streamlines our processes and consolidates transactions in one easy-to-use platform.”

Matt Nielsen, IT Director
Whitton Companies
EXECUTIVE HIGHLIGHTS FROM WHITTON COMPANIES

• Managing home builder orders across three distinct lines of business ensures Whitton Companies is a “builder favorite”

• Project management processes were not optimized, Whitton employees had to check order changes manually on the SupplyPro website and enter those again manually in their internal Business Management System

• Manually re-keying data for three distinct trades was highly error-prone and resulted in hours upon hours of employee time dedicated to low-value, redundant tasks

• SupplyPro Connect’s “Document Delivery Notification” feature automatically informs order specialists of changes so they no longer have to repeatedly “check for updates” multiple times a day

• SupplyPro Connect unifies orders for all lines of business, making the coordination and execution of 10,000+ transactions a month a reliable process

• Whitton Companies leverages SupplyPro’s Renditions feature to turn SupplyPro into a single entry point to all builders, regardless of whether or not the builder is on BuildPro

Home Building is a series of orders, change orders, and more of the same for every home build. The customer is always right, but not always sure of what they want.

To keep home builds on track, trade partners and home builders must be in lock-step, there is no margin for error, time for latent document sharing or delays processing orders. Hyphen Solution’s SupplyPro platform natively integrates with BuildPro which is used by over 90% of home builders nationwide. But with three trades and over 10,000 transactions a month, Whitton Companies needed a seamless way to see orders from every builder they worked with, whether or not the builder used BuildPro.

For those builders not using BuildPro, Whitton’s order management staff spent hours manually checking builder websites for orders. This process was not scalable, and left Whitton Companies open to order entry errors or omissions - which could put their relationship with builders at risk.

Quick Facts

• One of the largest contractors in the Southwest

• Whitton Companies offers three trades: plumbing, concrete and framing

• 80,000 homes built since its inception

• Area of work: Phoenix and Tucson metro areas

• Customer-focused company that accommodates the builder’s and home buyers’ schedules

• Professionally trained employees armed with the right tech for the job

• Qualified to handle diverse situations from home builds to renovations
After exploring ways to better align their business operations and order management with Hyphen’s solution experts, Whitton Companies realized challenges faced with the multiple trade lines (plumbing, concrete, framing):

**#1 Order Volume and Change Requests Rapidly Exceeded Schedulers’ Capacity**

Entering and scheduling thousands of builders orders required a relatively large staff. This was a cost Whitton wanted to find new ways to automate this process since many tasks we manual, time intensive and repetitive.

**#2 Constant checking for documentation**

Managing 150 home projects a week means a lot of paperwork. Employees spent time checking builder sites over and over for change order documentation. This process was cumbersome and vulnerable to risk.

**#3 Manually checking home builder websites for orders was a hassle**

Whitton Companies had to log into different builders’ websites to get order details; a process that was very time consuming and problematic because orders could be missed or delayed due to the lack of proactive integration and notification.

“We get real-time data in one centralized location – something we’ve never had before.”

Matt Nielsen
IT Director
SupplyPro Connect® Delivers the Solution; Whitton Companies Gets Valuable Time Back

Tired of wasting employee time tracking down documents and managing data entry, Whitton Companies sought out a more effective solution.

The company turned to SupplyPro Connect and saw a dramatic improvement instantly.

“We manage thousands of orders each month and we only have three people to do it,” Matt Nielsen shared. “We spend so much time checking for documents and inputting data that we didn’t have time for much else. Now, with SupplyPro Connect, the process is streamlined.”

When documents are added, Whitton Companies gets a notification. No more checking randomly for documents that may or may not be there. The system also pulls information from purchase orders and change orders, so trade partners like Whitton Companies receive real-time information that wasn’t available before.

For builders not using BuildPro, Whitton Companies decided to expand and take advantage of time-savings and order entry accuracy gains by adding Hyphen’s Renditions product. This tool is completely integrated with SupplyPro and uses a “screen scrape” function to capture order data from any builder’s website. The data is then mapped directly to the SupplyPro product, so all orders are instantly unified in one order and schedule management platform.

**WHITTON COMPANIES EXPERIENCED KEY OUTCOMES INCLUDING:**

- **95%** Reduction in time spent checking for documentation
- **One Login** All builder data is consolidated into one system, SupplyPro
- **100%** Improvement in document storage, usage and visibility
- **70%** Reduction in time spent entering orders due to SupplyPro automation
- **Ability** To dedicate time saved to other tasks

“The automation this system affords our team has enabled us to reduce the number of staff required to perform data entry. This has significantly reduced our overhead, while using our employee’s time on higher value tasks.”

Matt Nielsen
IT Director
About Hyphen Solutions

Hyphen Solutions, LLC provides over 55,000 builders, installers, and manufacturers with industry-leading supply chain scheduling, procurement and collaboration solutions. Hyphen’s SaaS applications deliver greater operational control, better communications and increased productivity for both home builders and their building partners who use our applications. The Hyphen Network services over 400 builder divisions which loaded more than 200,000 new homes on the system this year. This existing network will execute over 20 million home builder purchase orders this year totaling in excess of $27 billion in PO dollars.

Hyphen’s product base includes: BuildPro for scheduling, SupplyPro for trade management, BRIX for enterprise resource planning, BuildPro Inspections for punchlist management, BuildPro Storm Water Inspections Management for SWPPP inspections, BuildPro Progress Pay for land management, Lien Release for lien waiver management, BuildPro Warranty for homeowner satisfaction, BidConnect for bidding, SupplyPro Connect for trade automation, SupplyPro Field Management Services for supplier field personnel, SupplyPro Renditions for supplier automation, and SkuSphere for product cataloging. Learn more at www.HyphenSolutions.com

About Whitton Companies

A family owned business that focuses on customer service, Whitton Companies manages every job with a commitment to professional excellence and superior workmanship. With a customer-centered mindset, the company has grown from its roots as a plumbing company in 1982 to one of the largest contractors in the southwest.

Whitton Companies now offers plumbing, concrete and framing, and has proudly worked on 80,000 homes in the Phoenix and Tucson metro areas.

Though Whitton has grown significantly over the last few years, the company remains true to its deep family values. Doing so allows the team to maintain a high level of customer satisfaction.

In addition, Whitton is committed to learning the most up-to-date technological advances so the company can provide the best options and solutions for its customers. The team is constantly learning, and that’s a commitment it will continue to keep long into the future.

Whether our customers need help with a plumbing problem, a home renovation or are building a new home, come see what Whitton Companies can do. Visit our website: http://www.whittoncompanies.com/

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