ServcoCanada Boosts Field Productivity and Streamlines Payroll and RFI Processing with CMiC's Integrated ERP

ServcoCanada: Driving Excellence in Industrial Construction with Lean Execution and Multi-Trade Expertise

Since its founding in 2001, ServcoCanada has established itself as a trusted partner for large-scale industrial customers across Canada. Leveraging over two decades of experience, the privately-owned, tier-two full-service industrial constructor has built a reputation for delivering comprehensive solutions across diverse industries, including oil and gas, mining, chemical power, rail, aerospace and food processing facilities.

ServcoCanada's full-service model focuses on lean and agile on-site execution, allowing the company to scale labor efficiently, integrate site resources, and streamline processes while maintaining the highest standards of quality and compliance. With a team of over 1,000 skilled professionals, including tradespeople, engineers, and logistics specialists, ServcoCanada's multi-trade expertise spans mechanical, piping, structural, fabrication, electrical, and civil construction services.

The company also prides itself on fostering long-term partnerships with First Nations communities across Canada, driving local economic growth through collaboration and meaningful opportunities. Headquartered in Winnipeg, Manitoba, and operating within approximately fifty union agreements and twelve companies, ServcoCanada has demonstrated a scalable approach to serving complex industrial needs while emphasizing safety, transparency, and environmental stewardship.

Business Challenges Faced: Operational Inefficiencies Stemming from Fragmented Software Systems

ServcoCanada faced significant hurdles in managing its expanding operations before adopting CMiC. As the organization grew, its reliance on multiple disconnected software systems became increasingly untenable.

One of the primary issues was the excessive dependence on APIs and third-party integrations to support essential business functions such as project execution, reporting, time capture, and payroll processing. These integrations, while addressing short-term needs, introduced complexities and inefficiencies. Misalignment between software platforms caused delays in accessing critical data and hindered seamless workflows. This problem was exacerbated by the company's expansion, which necessitated additional integrations, creating a web of interconnected systems that was difficult to manage and scale.

The disjointed nature of their software ecosystem also posed challenges for their field operations. Teams experienced frustration due to limited access to real-time data, leading to delays in decision-making and operational bottlenecks. Payroll processing was especially labor-intensive, requiring significant manpower to manage union dues and other complexities, further straining resources.

Recognizing that these fragmented systems were no longer sustainable, ServcoCanada sought a comprehensive ERP solution that could centralize their operations, reduce reliance on third-party integrations, and provide real-time, unified access to data.

The Software Evaluation Journey: Aligning Needs with a Fully Integrated ERP

ServcoCanada's journey to selecting the right ERP solution was marked by a rigorous evaluation process. Recognizing the limitations of their existing systems, the organization embarked on a search for a platform that could centralize operations, reduce reliance on APIs, and meet the unique demands of their multi-trade contracting business.

The evaluation process began with ServcoCanada identifying a clear framework for decision-making. The team prioritized their needs into three categories: must-haves, wants, and wishes. The goal was to find a solution that fulfilled 100% of their must-haves, addressed the majority of their wants, and delivered added value with their wish list features.

A key challenge during this phase was the fragmented nature of their current software landscape. Multiple disconnected platforms created inefficiencies and left their growing operations struggling to maintain data accuracy and seamless workflows. ServcoCanada required an ERP system that could consolidate functions under one platform and provide real-time access to critical data.

In their evaluation, ServcoCanada involved over 100 employees, including field staff, project managers, and executives. This collaborative approach ensured that the software would address the needs of those using it daily. According to Judy-Lynn Mason, CFO of ServcoCanada, "As an ex-field professional, I will say that 'the field crew' has to be happy and supported. So, when we were picking CMIC, a large part of the decision was made by our field staff as well as our management team."

After extensive demonstrations and comparisons with other ERP providers, CMiC emerged as the clear choice. Unlike competitors, CMiC offered a truly integrated solution that eliminated the need for external APIs and aligned with ServcoCanada's operational goals.

Key CMiC Applications Within ServcoCanada's Technology Stack

With their strategic implementation well underway, ServcoCanada has incorporated a range of CMiC applications into their product roadmap to enhance operational efficiency and scalability, including:

1. **CMiC Financials:**
   - General Ledger
   - Accounts Payable
   - Accounts Receivable
   - Project Costing
   - Opportunity Management
   - Human Capital Management, including Payroll
   - eTime & Employee Self-Service (ESS)

2. **Project Management:**
   - Subcontract Management
   - Change Management
   - Project Billing
   - Asset Management
   - Bid and Procurement
   - Subcontractor Pre-Qualification
   - Document and Drawing Management
   - Communication Management

3. **Platform:**
   - Electronic Content Management (ECM)
   - Site Management
   - Mobile Functionality

ServcoCanada selected the Software as a Service (SaaS) model for its deployment, aligning seamlessly with their technology infrastructure and business strategy.

Anticipated Business Outcomes: Streamlined Operations and Enhanced Data Accessibility

ServcoCanada anticipates continued transformative outcomes with the implementation of CMiC, expecting it to address operational inefficiencies, enhance field operations, and deliver seamless access to real-time data across the organization. The organization sees this as a pivotal step toward achieving a fully integrated and efficient operational framework.

By consolidating multiple software systems into CMiC's Single Database Platform™, ServcoCanada continues to eliminate the challenges posed by disconnected platforms. Real-time data visibility has empowered field staff, project managers, and executives alike, enabling faster and more informed decision-making. Mason explains,

> " *Access to live data is invaluable. Our team no longer has to wait for reports or rely on office staff to provide updates—they can simply run a BI dashboard and see everything they need instantly.* "

The payroll and financial management systems had a significant transformation. Tasks that previously required extensive manual effort are continuing to be streamlined, freeing up resources and reducing errors. According to Mason,

> " *We've seen massive efficiency gains already. Where we once had seven payroll staff managing union dues and multiple payroll runs, CMiC has reduced that to one and a half staff members.* "

ServcoCanada also expects CMiC to enhance collaboration across its diverse operations. Transparent processes for RFIs, change orders, and billing will enable teams to operate cohesively, even across different time zones and work shifts. "Our night shifts

and remote teams will have the same access to data as anyone in the main office," Mason notes. "This ensures that our projects run smoothly, no matter the circumstances."
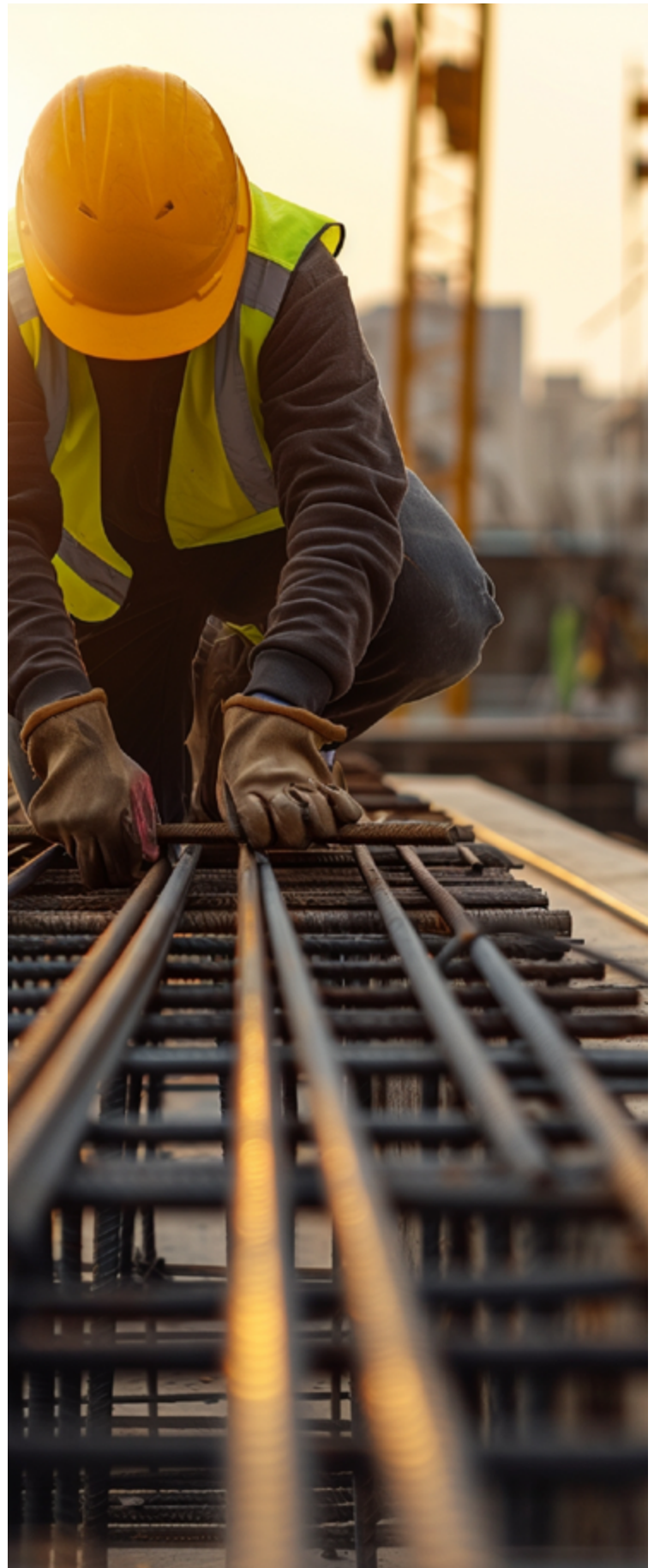
For more information about CMiC please click here.

About ServcoCanada:

ServcoCanada is a trusted industrial construction company offering services such as mechanical, piping, structural, fabrication, and electrical solutions. With a focus on lean execution and streamlined processes, the company delivers cost-effective, high-quality results. ServcoCanada emphasizes safety, environmental stewardship, and collaboration, including strong partnerships with First Nations communities, driving local economic growth and fostering long-term success.

About CMiC:

As an industry pioneer, CMiC delivers complete and unified Financials and Project Management software solutions for construction and capital projects firms. CMiC's powerful software transforms how firms optimize productivity, minimize risk and drive growth by planning and managing all financials, projects, resources, and content assets—from a Single Database Platform™. With customers throughout North America and overseas, CMiC serves one-quarter of ENR's Top 400 Contractors and hundreds of small and mid-sized construction firms, from general and specialty contractors to heavy/ highway and project owners. Over $100 billion in construction revenue is handled by CMiC annually.

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