



CASE STUDY

Industry

- Commercial Renovations

Challenge

- Clunky and tedious lien waiver processes
- Vulnerabilities in documentation

Solution

- Seamless integration with existing tools
- Upper and lower-tier lien management

Results

- Complete visibility
- Valuable integrations
- Holistic improvement

It's working and it's worth it.

Linda Luebker

Bookkeeper, CoBuild

CoBuild Overhauls Outdated Lien Waiver Process to Simplify Documentation and Prevent Future Liens

COMBINING BUILT'S LIEN WAIVER MANAGEMENT AND XTIER TOOLS LED TO CLEAR VISIBILITY DOWNSTREAM THAT ULTIMATELY FACILITATED OPPORTUNITY FOR GROWTH

Located in California's San Francisco Bay area, CoBuild Construction Company is a licensed general contractor specializing in tenant improvement and biotech lab spaces. As their name suggests, all-team collaboration is a major factor in how CoBuild operates and achieves their goals. So, when they realized a broken link in their team's chain of command that left them vulnerable to a lien and subsequent embarrassment, CoBuild sought a tool that would offer them protection and compliance, plus efficiency and confidence, moving forward. With a legacy lien waiver process that consisted of multiple spreadsheets, printable PDFs and constant email communication, CoBuild needed a solution that would make managing lien waivers simple, expedite their snail-like process, and provide necessary visibility to both primary-tier and lower-tier lien waivers to ensure compliance at every step.

Results

Upon implementing Built for Construction, CoBuild immediately realized improvement and reliability in accurately sending and receiving subcontractor lien waivers. As their business and workload began to balloon as a direct result, it was merely a matter of time before CoBuild decided to add the xTier lower lien waiver tool to their arsenal. Doing so was the final puzzle piece they needed to identify supplier payment issues, prevent liens, and keep building upon their dependable reputation.



Complete Visibility

The easy-to-use platform makes managing both top-tier and lower-tier lien waivers a breeze



Valuable Integrations

By connecting to Procore and QuickBooks, Built makes the flow of information seamless



Holistic Improvement

Eliminated preexisting challenges and empowered the enactment of lower-tier lien waiver solutions

The Challenge

Suffering from a lien waiver process that was clunky, tedious, and difficult for any human being to successfully manage, CoBuild realized glaring vulnerabilities in their documentation process when a lien was filed on a property they were preparing to close. Because their former lien waiver management process proved ineffective, they were eager to find something that worked. Prior to working with Built, CoBuild constantly received subcontractor invoices that lacked the conditional lien waivers the GC required. As a result, the accounting department was left to manually chase each waiver down and, upon sending payment to the sub, ultimately did the same with unconditional lien waivers thereafter. Already overwhelmed by the need to track hundreds of subcontractor waivers for dozens of projects simultaneously, CoBuild wasn't even tracking their lower tier lien waivers prior to working with Built. As a result of the aforementioned lien snafu, they became intent in finding a tool that offered complete systemization and efficiency, as well as protection and prevention in the face of future liens at every level.

The Solution

Users of the popular project management software Procore, CoBuild was thrilled to discover that Built for Construction could be leveraged directly from the Procore platform and work in conjunction with QuickBooks as well. Almost immediately, the general contractor enjoyed the easy-to-use functionality of the Lien Waiver Management program itself, and particularly came to appreciate the clear visibility, automated reminders, and electronic signatures that are a part of this core platform. After mastering the Lien Waiver Management program however, it only made sense for CoBuild to explore the benefits of xTier by Built. Realizing they were still vulnerable to liens from vendors further downstream, xTier allowed CoBuild to begin tracking lien waivers from not just their top-tier folks such as subcontractors, but also that of their suppliers, materialmen, and other lower-tier contractors to boot. With xTier, CoBuild was able to include each subcontractor and their corresponding vendors in the xTier platform. Best of all, the subcontractors themselves were able to add in pertinent supplier information upon receiving an email from CoBuild. Once all necessary information had been entered in, CoBuild felt confident about their compliance moving forward; all that was left to do was get everyone to sign. Plus, since the xTier was automatically synced with Procore through Lien Waiver Management, CoBuild was able to track the status of primary- and lower-tier lien waivers directly from the dashboard, and could easily send reminder notifications to vendors and suppliers whenever necessary. The full visibility meant CoBuild had compliance at every single step.

The Results

Lien Waiver Management by Built has not only eliminated CoBuild's lien waiver challenges, but it has empowered them to do better regarding lien waivers from top to bottom. Implementing xTier specifically has proved extraordinarily valuable, as it has helped bubble up potential issues far before they become the legal headaches known as liens — and ultimately cause the general contractor to lose thousands of dollars. Moving from a process in which tracking lower tier waivers was an impossibility to now incorporating lower-tier waivers into the company's regular documentation practices has not only allowed them to work more confidently and efficiently, but it's allowed them to take on bigger projects and grow their bottom line.