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How URC Build Turned Disorganized Ops into a Streamlined Machine with Ressio



Ressio Staff August 15, 2025



URC Build is a small, family-run construction company based in Upstate South Carolina. Known for their hands-on approach to residential remodels and custom homes, they built a strong reputation in

the field but behind the scenes, their internal operations were anything but polished.

“We were overwhelmed by a disorganized paper trail of receipts, emails, and handwritten checks,” said Jason, the company’s owner. “It was nearly impossible to track costs or know how we were doing on a job.”

Like a lot of growing builders, Jason and his team were doing great work—but they were stuck using outdated systems that didn’t scale. Then they found Ressio.

Growth Without Systems Wasn’t Sustainable

At first, things worked. But as more team members got involved and jobs became more complex, the friction started to pile up:

- No standardized estimating process
- No built-in scheduling or shared visibility
- All client communication funneled through Jason’s phone
- Job costs tracked manually—if at all

“Lost or incomplete information was our biggest obstacle. We couldn’t make data-driven decisions because we didn’t have clean data,” Jason said. They knew something had to change. And during a business coaching session, Ressio came up as a potential solution.

Finding the Right Fit

Jason and his team had looked into software before—but nothing stuck.

What made Ressio different wasn't just features. It was the responsiveness and support.

"When we first adopted Ressio, it was still a relatively new platform. But the team was incredibly receptive to our feedback—and actually implemented suggestions we made."

One example? Jason requested a summary view of total hours tracked in the time clock feature. Within weeks, Ressio added it.

Instead of a lengthy rollout or hiring expensive consultants, URC Build got dedicated support from Ressio's Customer Success Coach, Chad Leonard.

"Chad walked us through every aspect of the platform. He helped us set everything up, answered every question, and gave us the confidence to use the system day-to-day."

A Gradual Rollout That Worked

Rather than rushing to adopt everything at once, URC Build implemented Ressio job by job.

"We learned Ressio project by project and really feature by feature," Jason said. "Each new job helped us refine how we used the system—and as we became more comfortable, more of the team started to use it."

This incremental approach gave them time to build confidence without disrupting day-to-day

operations and ensured strong adoption across the team.

The Tools That Made the Biggest Difference

Since switching to Ressio, URC Build has rebuilt their project workflows from the ground up. The three biggest upgrades:

Estimates Built from Templates

No more starting from scratch. Pre-built templates let them create accurate, thorough estimates in a fraction of the time—and make it easier to standardize pricing across jobs.

Real-Time Budget Visibility

Instead of chasing receipts and manually calculating costs after the fact, the team can now see project performance live inside Ressio's budgeting tools. "Before, we had to collect all the receipts and calculate costs line by line. Now, it's all right there."

Centralized Communication

With project updates, selections, and approvals logged inside the platform, Jason isn't fielding calls and texts at all hours. Everything lives in one place and the entire team is in the loop. "We've saved considerable time across estimating, budgeting, and tracking communication. That alone has helped us be more responsive and focused."

Builder Takeaway: 5 Lessons from URC Build

You don't need to overhaul everything overnight to make real progress. Here are five small shifts URC Build made that any builder can apply:

1. **Use estimating templates.** Even if you don't use software, save a "starter" version of your common project types to speed up estimates and reduce missed items.
2. **Centralize client communication.** Whether it's through a platform like Ressio or a shared inbox, keep job-related conversations in one place.
3. **Track costs weekly, not monthly.** Don't wait until the end of a job to understand your numbers—monitor them live.
4. **Roll out software project by project.** Start small, refine your use, and build comfort with each new job.
5. **Give feedback to your software partners.** The best tools evolve with you—URC Build's input directly shaped Ressio's time tracking feature.

Earning Trust with Homeowners

For URC Build, the benefits weren't just internal. Clients noticed, too.

"With everything centralized, we reduced miscommunication and made it easier to stay on the same page."

Initially, some clients found the system tricky to use—but instead of writing it off, Jason's team

revamped their onboarding process.

“Since improving how we walk clients through the system, we’ve had a much smoother experience.”

Now, clients can check approvals, track schedules, and view selections on their own—without needing to chase someone down for updates.

Built for Smarter Growth

URC Build isn’t chasing hypergrowth—they’re focused on scaling sustainably, while maintaining the quality their reputation is built on.

“With Ressio, we were able to take on more jobs without adding headcount. That gave us breathing room to grow the right way.”

They now operate with a tighter process, cleaner data, and a team that spends less time chasing paperwork and more time delivering great work.

Their advice for other builders?

“Embrace the learning curve. Ressio’s support team has your back every step of the way.

Ready to See It for Yourself?

If you’re dealing with the same challenges of scattered communication, clunky estimating, or growing pains from outdated tools, then Ressio might be a good fit.

URC Build started small and built their system project by project. You can too.

→ **Book a FREE demo**

We'll walk you through how Ressio works, answer your questions, and show you how it could fit into your workflow.

Discover the Future of Building with Ressio

See why modern builders are ditching legacy platforms for Ressio. Book a demo and discover AI-powered automation that actually saves time and protects margins.

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