How Suffolk Standardized Field Operations with Trunk Tools' SOP Agent

CLIENT

SUFFOLK

CHALLENGE

With rapid growth and hundreds of new hires each year, Suffolk needed to onboard and set employees up for success quickly. New team members, and those transitioning to new roles, required fast access to Suffolk's SOPs rather than navigating the comprehensive library that had been built up over time.

SOLUTION

By using Trunk Tools' AI-powered SOP Agent, Suffolk enabled over 1,000 users across 100+ jobsites to instantly access accurate, document-backed answers from their Operations Playbook through familiar platforms like web, SMS, and Microsoft Teams.

Introduction

For decades, Suffolk has been a leader in pushing boundaries within the construction industry. With over $8 billion in annual revenue and 3,250 employees across the U.S., Suffolk continues to reimagine the construction process through investment in innovation, vertical integration, and cutting-edge technology. But as the company expanded its operations across more than 100 jobsites nationwide, one persistent challenge remained: giving every field team immediate access to the company's expansive library of Standard Operating Procedures (SOPs).

Suffolk's Operations Playbook—a comprehensive set of SOPs and required technologies led by Suffolk's Operational Excellence team—plays a critical role in ensuring safe, compliant, and efficient jobsite execution. However, navigating this growing body of documentation became increasingly time-consuming for project managers, superintendents, and early-career professionals alike.

To address this challenge, Suffolk partnered with Trunk Tools to bring AI-powered, real-time SOP access directly to the field.

The Challenge

Although Suffolk had already consolidated its operational standards into a comprehensive Operations Playbook, field teams still faced challenges to quickly and accurately find the process information needed. The challenge, then, was how to connect teams with the right information at the moment they needed it. Trunk Tools' SOP Agent bridges this gap by meeting teams where they are, delivering instant, accurate answers from Suffolk's existing Playbook—without requiring them to dig through multiple platforms or file types.

"My team faced a significant challenge in navigating all our standard operating procedures and retrieving all that information," said Kelsey Gauger, Suffolk's VP of Operational Excellence. "It was almost impossible to search through all that data and call up the information we needed, when we needed it."

This information gap was particularly acute among new hires and those transitioning roles. Chris Force, Senior Project Manager at Suffolk, explained, "TrunkTools allows us to navigate and reference the standard operating procedures we provide our Career Starts." Career Starts are college graduates hired to participate in the company's two-year rotational program for hands-on learning of every construction discipline. "TrunkTools provided our Career Starts an advantage during their onboarding and construction rotations because they could find information quickly and efficiently as they were learning," said Force. "Even employees who are transitioning from the field to the office, or vice versa, or are shifting into more senior roles are finding TrunkTools as an incredibly helpful quick reference tool that complements their managers and peers."

The stakes weren't just about convenience. With more than 40% of the construction workforce projected to retire within the next 10 years, Suffolk saw an opportunity to preserve institutional knowledge and empower younger builders with tools that put critical information at their fingertips.

The Solution

Suffolk partnered with Trunk Tools—an AI platform built specifically for construction—to deploy their SOP Agent, a tool designed to make SOP access immediate, accurate, and seamless. The partnership began when Trunk Tools joined BOOST 4, the flagship accelerator program from Suffolk Technologies, Suffolk's venture capital affiliate investing in next-generation companies tackling challenges in the built environment. BOOST is designed to equip built-world tech startups with the resources, mentorship, and industry access needed to succeed at the intersection of construction and technology.

Trunk Tools' SOP Agent was deployed on Suffolk's Operations Playbook, creating an AI-powered assistant capable of delivering fast, document-backed answers via web, SMS, and Microsoft Teams. The agent integrates directly with Suffolk's systems, ensuring the content stays up-to-date and accessible across all channels.

"We evaluated and tested several solutions to address this challenge," said Gauger. "TrunkTools provided the strongest features and functionality for our needs, including accuracy. When you are working on an active and sophisticated jobsite, you oftentimes only have one opportunity to make the right decision. TrunkTools gives us the confidence we are making the right decisions based on accurate data and information."

The agent now supports over 1,000 users across more than 100 Suffolk jobsites, spanning 1000 SOPs, Job Aids, Templates and Best Practices documents. Thanks to deep integrations—including Procore and single sign-on (SSO)—teams didn't need to learn a new system. The SOP Agent simply showed up where they already worked.

Force noted the immediate impact of leveraging the tool. "Being part of the TrunkTools pilot has been an eye-opening experience, and it has given us a glimpse into the future of AI in the built world. It has been exciting to see the practical application of AI in an industry not known for innovation. Our teams can now instantaneously and accurately extract information from Suffolk SOPs. This translates into streamlined data collection and critical decision-making in the field. I'm very excited to see how the tool will continue to evolve and help us become even better builders."

The Results

Rolling out Trunk Tools' SOP Agent at scale has yielded measurable results for Suffolk.

"We've scaled quickly," said Gauger. "And in the era of data and predictive analytics, the only way to win is to have solutions that are scaled out on every single jobsite."

Trunk Tools now supports Suffolk's entire field team with:
- Instant SOP access in the field via SMS, web, and Microsoft Teams
- Significant time saved per user, per week on documentation searches
- Improved safety and compliance, with users referencing protocols in real time
- Faster onboarding, particularly for early-career professionals

Just as critically, the SOP Agent creates a feedback loop that helps Suffolk improve its documentation over time. "Even in the pilot phase, we had users ask questions that weren't answered by the SOPs," said Trunk Tools CEO Sarah Buchner. "The agent would not only notify the user, but also notify the operations team that there was a gap in the SOPs."

This feedback loop has allowed Suffolk to shift from managing static documentation to enabling living knowledge systems— always learning and evolving in real time.

"Generative and agentic AI can radically simplify the way our teams interact with increasingly complex document management aspects of construction management. AI is allowing our teams to refocus their time on building," said Suffolk CTO Jit Kee Chin. "Partnering with TrunkTools is allowing us to accelerate our journey into the future of construction."

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Jit Kee Chin
Chief Technology Officer, Suffolk

"We looked at three different solutions and tested them all head-to-head. Trunk Tools came out on top. The number one thing we looked at was accuracy. When we go out to the job sites, you really get one shot. If the answers aren't right, they're not going to come back to you again."

"[With Trunk Tools] we've scaled quickly, and in the era of data and predictive analytics, the only way to win is to have solutions that are scaled out on every single jobsite."

Kelsey Gauger
Vice President of Operational Excellence, Suffolk

"Trunk Tools' ability to navigate and reference the Suffolk SOPs gives career starts and new hires a huge advantage in the onboarding and continued education process of building both their projects and careers. Individuals moving into greater roles or transitioning from the field to office or office to field will also find it to be incredibly helpful as a quick reference in addition to their managers and peers."

"Being part of the Trunk Tools pilot has been eye-opening as to what the true future of AI will be within the built environment. It's exciting to see firsthand a practical application of AI in our traditionally slow to advance industry. Now, our teams can quickly and accurately extract information from Suffolk SOPs in an instant. This translates to streamlined data collection and critical decision-making in the field. I've lost count of how many disagreements about drawings or specs I have shut down with a simple note to Trunk Tools. I'm very excited to see the platform improve and enable us all to become better builders."

Chris Force
Senior Project Manager, Suffolk