

# MyAssistant

## For Sage Timberline Office

### CUSTOMER SUCCESS STORY



## MyAssistant helps contractor ensure policies and procedures are followed

George Hull Associates began over 25 years ago, specializing in multifamily framing. Now operating in Dallas – Ft. Worth, Houston, San Antonio, and with several out of state projects, Hull has over 100 employees and annual sales over \$100 million. David Dupuy, Controller, began using MyAssistant in 2006.

“Hull Associates has grown from a one crew company to an organization completing multimillion dollar projects. Much of this growth has been over the very recent past. Having only been with the company for a year, I was looking for a way to avoid the pitfalls many new people face in a company growing as fast as we are. We saw MyAssistant as that tool. For example, we use MyAssistant for:”

- **Managing Change Orders:** “MyAssistant highlights any change orders that are open and haven’t been approved. A notification is sent to the project manager, the regional partner and the owner. The constant monitoring by MyAssistant assures no change order is over looked when seeking GC approval.”
- **Vendor insurance:** “On a weekly basis, MyAssistant looks at our Vendor Insurance expiration fields in Timberline Office to determine if any vendors insurance has expired. It also looks out 30 days to see upcoming expirations. This allows us to be proactive in contacting our vendors so we can be sure they have continuous coverage.”
- **Employee benefits:** “MyAssistant looks at all hire dates so that our Human Resources department can be notified of employees who have become eligible for benefits.”

- **Subcontractor documentation:** “All of our vendors are required to complete certain paperwork before they can be paid. And we track that completion in Timberline Office. On a weekly basis, MyAssistant notifies us of any subcontractors that haven’t completed their paperwork so that we can get it in before they are paid.”
- **Contract status:** “To help with the creation of draw schedules and estimate and billing setup, MyAssistant lets us know of jobs that have been set up but the contract has not been noted as finalized, when we have a new job for which we have received a contract, and when jobs have costs charged to them but do not have an approved estimate recorded.”

“These MyAssistant Tasks have been working great.” He also commented on the support provided by Innovative Software Design: “Those guys at ISD have been great; I couldn’t have asked for better service. They make sure we are taken care of.”

When asked if he could quantify the benefit of MyAssistant, David replied: “With the first notification to our project manager of a change order he had forgotten to get approved and the subsequent approval, the system paid for itself.”

“This system is exactly what its name suggests—an automatic assistant that takes care of all the things we should be looking at on a daily basis. MyAssistant helps ensure we are following the policy and procedures we’ve established as a company.”

#### CUSTOMER

George Hull Associates

#### INDUSTRY

Commercial Framing

#### LOCATION

Arlington, TX

#### INNOVATIVE SOFTWARE DESIGN

Founded in 2004, Innovative Software Design provides products and services that extend the power of Sage Timberline Office. The people behind ISD have more than sixty years of experience at Sage Timberline and are inspired by creating innovative solutions that help businesses be more productive.