

## Client Case Study

### Client Profiles

PeriniTompkins  
Joint Venture

**Client Name:**  
Perini Corp.

**Founded:**  
1918

**Areas of Practice:**  
General construction,  
management services,  
design/build services

**Headquarters:**  
Framingham, MA

**Number of Employees:**  
10,000 worldwide

**Website:**  
[www.perini.com](http://www.perini.com)

**Client Name:**  
Tompkins Builders, Inc.

**Founded:**  
1911

**Areas of Practice:**  
General construction,  
management services,  
design/build services

**Headquarters:**  
Washington, DC

**Number of Employees:**  
Over 150

**Website:**  
[www.tompkinsbuilders.com](http://www.tompkinsbuilders.com)

### Contact

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## PeriniTompkins improves document control and efficiency at Gaylord National project with on-site electronic document management and print solution.

### Business Challenges

PeriniTompkins had the following concerns prior to working with Service Point at the Gaylord National project site, located in the Washington, DC area:

- A resort and convention center project encompassing 42 acres planned with 1,500 hotel rooms, more than 400,000 square feet of convention, meeting and exhibition space, and a 20,000 square foot luxury spa, where approximately 25 subcontractors were to work. Gaylord National was also the first, groundbreaking project of the 300-acre National Harbor development plan.
- The need for the immediacy and organization of document management and print services on-site to enhance efficiency, maintain schedules, and improve reporting and control.
- The existing vendor at the start of the project was unable to provide an acceptable solution to meet the project principal's on-site needs that included: technology equipment, an online document management and print order system, print production, a print distribution point, a plan room, and professional personnel, in addition to back-up support from local, off-site production centers.



Gaylord Resort & Convention Center Rendering

### **Service Point Solution**

**Service Point established a site trailer at the Gaylord National project, providing the following:**

#### **Staffing**

Service Point provides staff as needed for the site trailer to attend to PeriniTompkins', subcontractor's, and other project participant's needs.

#### **Equipment**

Installed an Océ 9600 wide format scanner/printer, an Océ TDS600 wide format printer, a Canon 105 b&w small format scanner/printer, and a Canon color copier/printer on-site.

#### **Online Document Management**

Installed a server for Service Point's ProjectVault online document management system to handle approximately 3,500 project plans, specifications, and other project related documentation and serve approximately 400 project participants. ProjectVault provides an electronic, central repository for project documents, meaning greater security, improved workflow and better expense control for the project's owners and principals. This is made possible through online viewing of documents, recording of print orders, and additional streamlined processes, all centrally managed on-site by Service Point staff.

#### **Hard Copy Plan Room**

Space was allotted in Service Point's site trailer for a hard copy plan room to facilitate subcontractors wishing to view current plans and bid on project components.

#### **Off-Site Support**

Service Point operations at the Gaylord National site are supported by the company's three Washington, DC area service centers, providing staffing and production back up if required.

### **Summary**

Through a total solution, Service Point addressed all of client PeriniTompkins' concerns for efficiency and improved control of document processes at the Gaylord National project site.

### **Further Development**

Due to Service Point's success in addressing PeriniTompkins' on-site needs with the Gaylord National project (at the larger, National Harbor site), it has been selected by developer The Peterson Companies to be its print and document management provider for other planned, National Harbor projects.

The National Harbor master plan encompasses 300 acres and calls for development of 7,300,000 square feet in total of retail, dining, entertainment, office and residential space along the Potomac River site.