

BRUBACHER FINDS A REWARDING PARTNERSHIP WITH THE PEOPLE BEHIND BID2WIN

The team at Brubacher Excavating hoped to gain many things from a move to replace its spreadsheet-based estimating system with a single estimating software package – namely the ability to become more standardized, accurate, and efficient. But the one thing they absolutely did not want to become was a little fish in a big pond.

That's why, according to Tracy Schmeck, MIS director for the Bowmansville, Pennsylvania company, they chose BID2WIN over the other solutions evaluated in their search.

"Above and beyond everything else BID2WIN offered, we felt that our voices would really be heard there, and that the company had our best interests in mind," Tracy recalls. "We didn't necessarily feel that about the others we looked at."

Without much effort, Brubacher's estimators have reached their original goals of achieving true standardization, accuracy, and efficiency.

"The software is so straightforward and easy to use that it was fairly painless to reach the point we're at," Tracy reports. "In fact, we just brought a new estimator onboard who took the BID2WIN Interactive Training CD home for the weekend and came back that following Monday ready to roll and estimate some jobs."

Tracy relays that the estimating department is crazy about the ability to copy items from one bid into another. She personally raves about BID2WIN's interface with Explorer, Brubacher's job cost accounting package, and BID2WIN's customizable reports.

"IT USED TO TAKE ME THREE TO FOUR HOURS TO MANUALLY SET UP A JOB IN EXPLORER," SHE REPORTS. "NOW IT TAKES ONLY FIVE TO 10 MINUTES! AND AS FOR REPORTS, I JUST WRITE ONE ONCE, AND EVERYTHING FLOWS INTO IT FROM THAT POINT ON. "

Still, at the core of Brubacher's extreme happiness with BID2WIN is the attention they get from the people behind the product.

"It all comes back to the people and the support," Tracy attests. "Everything about BID2WIN's approach to customer service has really impressed us. There is nothing worse than being in the middle of a project, coming across a question, and having to wait for someone to help you. I've never experienced that with BID2WIN. We know we can call up and someone there will get us through."

She continues, "At all levels, there's a great receptiveness to what BID2WIN users want and need. While you don't even know who's at the top of most companies, I know that I can call the president himself with a suggestion or question and he'll get back to me right away. Everyone's gone out of their way to really deliver all that we've asked for, and that's the key."

For over 35 years, Brubacher Excavating has made its mark as a top provider of excavating, paving, site utilities, drilling, and blasting services for both public and private markets. The company is based in Bowmansville, Pennsylvania.

To learn more about Brubacher Excavating, visit www.brubacher.net.

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