

CHEMCO MAXIMIZES PRODUCTIVITY & EFFICIENCY

CLIENT PROFILE

CHEMCO

- Nisku, Alberta, founded 1963
- 800 employees
- Provide electrical, instrumentation, civil construction and earthworks; fiber optics, logistics and transportation; electrical engineering and field; hydrovac and directional drilling; access matting and other services to the oil and gas, infrastructure, power generation, mining, transportation and communications industries
- Operates in B.C., Alberta, Saskatchewan, Manitoba and Ontario
- 85% full time employees, 5 – 15% subcontractors (about 120 pre-approved subs, typically add 5 – 10 per month)



After Chemco grew substantially over the past few year's, their senior management knew they needed to replace and update their paper and Excel-based contractor management system to facilitate compliance with contractual obligations, improve efficiency and maximize productivity.

▶ **“CQN Advantage really aligns with Chemco’s core values – People First. Safety. Accountability – because it supports everything we do to fulfill our contractual obligations to our clients,”** says Cheryl Solesbury, Wellness Manager & EH&S Advisor, Health, Safety & Environment, Chemco. **“It secures and centralizes access to subcontractor and safety-related information, automates the tracking of that data, and provides transparency and accountability.”**

Today, Chemco typically deals with 120+ subcontractors, a huge increase from the handful of subs they required when they initially implemented their paper-based system decades ago. Depending on the economy and the season, Chemco regularly onboards five to 10 new subs monthly, so the subcontractor total is sure to consistently increase year to year in the future.

As Chemco grew, the company needed a web-based system that would provide individual and multi-gate access to employees and departments to effectively manage subs without having to hire additional staff. The system also needed to be able to customize the information required based on the unique demands of each project and client, and automatically track and alert Chemco to the status of time-sensitive documentation.

KEY CHALLENGES

- Manual, paper-based contractor management system
- Single-user access at one physical location to all paper and Excel files
- One employee manually tracks time-sensitive documentation and requests updates

NEW CONTRACTOR MANAGEMENT SOLUTION

- CQN Advantage

KEY BENEFITS/RESULTS

- No subscription fee for subcontractors
- Web-based, highly automated contractor management system
- Multi-user, security-gated data access – anytime, anywhere
- Automatically tracks time-sensitive documentation and sends alerts



“CQN Advantage offers the necessary capabilities, and the fact that it is the only application that is free to all subcontractors was also hugely appealing,” says Cheryl.

As much as service providers like Chemco and their subcontractors would rather use a single contractor management system, they know each client has a preferred system(s) and really appreciate CQN Advantage being available to subs free of charge.

▶ **“That cost saving really matters to smaller organizations and owner-operators who benefit from CQN Advantage’s no subcontractor fee,”** says Dave Hagen, Vice-President, Health, Safety and Environment, Chemco. **“It’s also a bonus that it can easily be tailored to each subs’ specific services or risk level and that’s a big help when subs are short on administrative support and light on computer literacy.”**

Previously, Chemco had had bottlenecks because every project manager relied exclusively on one individual’s access to the subcontractor’s data, making it difficult when they needed to move the process forward. Just one Chemco employee was responsible for the data intake and was also accountable for ensuring subcontractors completed the paperwork. That individual also tracked all dated requirements and certificates, for example WCB, COR certification and insurance, and flagged and followed up on expired documentation.

“That one employee was handling all the contractor files while simultaneously fielding dozens of often repetitive requests,” says Cheryl. “As we grew, it was becoming a real challenge for one person to manage our subs manually and by taking on CQN Advantage that individual has now been freed up to manage rather than administer our subs.”

The application gives select employees at Chemco’s offices and field locations instant access to real-time data and the management team is assured all data is confidential and secure. CQN Advantage gives project managers and others immediate access to the information they need to do their jobs and ensure timely progress.

CQN Advantage can be configured to manage small, owner-operated contractors and the large industrial and commercial operations and is scalable for a wide range of simple and complex contractor management activities. As importantly, the contracting, estimating, quality and safety divisions can customize what they require from their contractors to reflect project and client needs and leverage a variety of relevant standard and custom reports.

Chemco specifies and controls the questionnaire content, document specifications and approval criteria and has the option of customizing the contractor prequalification screening process with assessment and approval tools. It’s quick and easy to track relevant documentation and the system monitors and notifies users of all expiry dates on dated certificates.

CQN Advantage provides the Chemco team with the personalized assistance and on-going support that builds long-term relationships and loyalty. As Cheryl says, when there are any issues the CQN team members are always available to assist.

▶ **“CQN Advantage helps us create and maintain our approved subcontractor list and track their certificates and documentation,”** says Dave. **“We have exactly what we need to control the processes and timelines.”**