



RILEY CONSTRUCTION

Riley Construction is a commercial general contractor headquartered in Kenosha, Wisconsin who serves clients ranging from hospital systems and pharmaceutical companies to industrial buildings and schools. Operating in the Southeastern Wisconsin and Northeastern Illinois, Riley is a GC/CM that performs a lot of its own trade work, including carpentry, concrete, drywall, and masonry in house, but still needs to work with many other subcontractors to complete each project. We sat down with Vince Montemurro, Riley's CFO, to talk about using how GCPay for the past 5 years has significantly improved their subcontractor payment process and saved them hours of work every month.

The transition from a paper-based system to a fully automated solution

When preparing for their monthly billing cycle prior to GCPay, Riley's accounting team would reach out to their subcontractors for their paper invoices. Most of the time, though, the paperwork would not arrive on schedule, and when they did, many would need to be revised because of things like mathematical errors, not enough detail provided or waiver issues. This set the accountants off scrambling to get everything in and approved by the project management team. Vince tells us "It was controlled chaos to get everything organized get all of the information consolidated, put on our own application and submitted to our owners, and them oftentimes there would still be a lot of revisions. It could get difficult for everyone."

And, invoices would also get lost in the shuffle, meaning the subcontractors would not get on Riley's application and they would miss the draw and not get paid. This led to a lot of larger company-wide issues because subcontractors would get very frustrated and relationships were damaged, affecting their desire to take on future work.

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Vince Montemurro, Riley Construction



GCPAY CUSTOMER SUCCESS STORY

"All that frustration just boils over, and it really did become a problem that we had to solve.", Vince says. They started looking for something that could either solve their waiver issues or their subcontractors' submittal of invoices issues. Vince continues "Fortunately, GCPay solves both of those issues for us. It's just made it so much easier for us to knock out all of the problems around subcontractors getting their payment applications correct and eliminating accuracy errors." He believes that GCPay has helped their subcontractors by automating everything for them, as well.



The important benefits are clear

Although the impact of GCPay was significant for Riley Construction in several areas, the biggest challenge that it helped them overcome was the lien waiver issue. Vince's team is finding big value in the notifications sent to subcontractors letting them know when their applications need to be submitted and not having to hassle subcontractors for their waivers. He tells us "Waivers are probably the nicest universal benefit. The contract/payment values and project specific details are automated on the waiver, reducing mistakes that previously would have resulted in revision requests, which would slow down the client application submittal process, and ultimately, the payment process to the subcontractor too. Because GC Pay will not allow our subs to submit a bill without a completed waiver, my team is able to be more proactive about collecting and organizing all waivers for our clients, rather than reacting after we were paid."

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Customer service sealed the deal

Vince was so impressed with the easy-to-follow presentations and service that Riley Construction received during the discovery phase, that he realized GCPay was something that they had to entertain. He continues, "When we started to implement GCPay, the team was readily accessible and available to answer our questions in real time and the relationship kind of built on that. We decided we were going to use GCPay for any large project we worked on, and we were happy to pay for it because we knew all of the benefits that it provided on a job-by-job basis." And Vince's team feels completely comfortable with contacting the phone support line. "On day-to-day maintenance things, the support group has been awesome and very responsive".

Riley's subcontractors benefit, too

As Riley Construction's subcontractors used GCPay, Vince saw that there was a transformation as they realize the benefits. They like getting notifications and knowing that their application made it to Riley, was approved by Riley's project manager and they could count on it being a reasonable timeframe until they get paid. The other thing the subcontractors love is the fact that it's like an internal control for them because they can see that what they tried to bill matches what is in their system on the AR side. "It keeps their figures aligned with how it's been posted in the system." Vince says. "We get responses from subcontractors who find it really easy to use saying they just jump on, punch in their numbers and they are good to go. You know, they really like that."

An overwhelming success

GCPay has saved Riley about 80 hours a month on invoice entry and waivers, and even more time on the vast reduction in phone calls from subcontractors to project managers. The team at Riley also uses the integration between GCPay and Vista Viewpoint and finds the experience pretty seamless. Vince wraps up telling us "I think everyone at Riley understands that there's really intangible value in GCPay in addition to the obvious benefits. This is process improvement and efficiency that we are benefiting from."



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