



# WARFEL CONSTRUCTION COMPANY

## A satisfied customer for 6 years

Serving Mid-Atlantic clients for over 110 years, **Warfel Construction Company**, based in Lancaster County, PA, is a general contractor with a client base in a variety of industries, including senior living communities, education, and healthcare. While they have been in business for over a century, they are definitely not set in their ways – Warfel started using GCPay about 6 years ago to simplify and automate the way they process payment applications.

We recently had the chance to speak with 3 members of Warfel's team, **Tony Smith**, VP of Finance, **Alan Ault**, Accounting Manager, and **Daniele Bullard**, Project Administrator, to understand exactly how they benefit from using GCPay. They told us that, in the past, the accounting team gathered lien waivers and compliance documentation manually. But, in 2016, Warfel decided to automate their pay app and purchase order process by moving to GCPay to save time and gain efficiency.



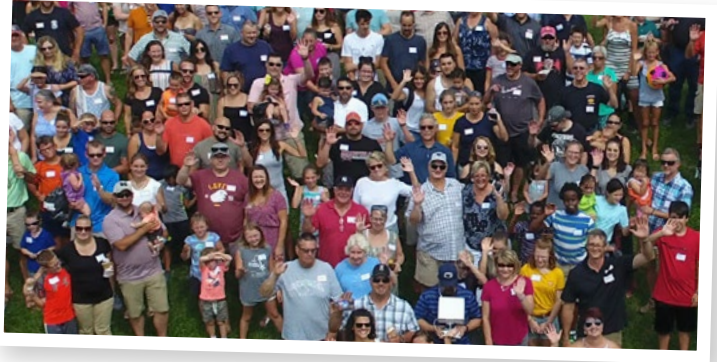
Daniele conveys that they see many benefits of using GCPay, "Working through processing an invoice and knowing we can do that all from one place is helpful, such as checking to see if waivers have come in and not having to bother the accounting team to see what has been submitted." And GCPay's integration with Viewpoint Vista allows Warfel to have the compliance and SOV documentation they need in their ERP system automatically, pulling information back and forth to eliminate double entry of data.

"THE BIGGEST  
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Daniele Bullard, Project Administrator

## Customer service is #1 benefit

But, Daniele says “The biggest benefit for me is the customer service. How available and responsive they are, especially with subs that maybe aren’t as great with technology because they can see their screen and walk the sub through everything step by step. And they are available 24/7. So that’s helpful to Warfel and our subs. I think also it’s beneficial that we can do stuff on behalf of the subs.” Currently, Warfel engages with between 10 to 30 subcontractors and vendors on a typical project. When they are told they will be using GCPay for a project, Daniele tells us most of the subs are receptive. And when it is their first time, she says “They find it easy to use once they get in there and access it.” The Warfel team especially like not having to charge partners and subcontractors to use GCPay.



In terms of the value, it brings to the organization, Alan says he can’t imagine a situation where they wouldn’t use a product like GCPay for compliance. “If we were doing this manually, we would never be as productive as we are now. We enjoy GCPay’s easy-to-use interface and exceptional customer support.” And, Tony adds, as their company experiences significant growth in recent years, “We feel like GCPay was able to keep up with that growth, helped us focus on managing it and is a platform that can grow with us. GCPay’s automated process helps our project team and internal teams keep focused on other parts of digesting that growth.”

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Alan Ault, Accounting Manager

## GCPay for the win!

What would they tell a fellow GC considering GCPay? The Warfel team agreed that it completely streamlines the entire application for payment process, provides time savings and accuracy, allows you to cover the subcontractor fees, is easy for subs to use and offers great customer service for both GCs and subs. As Alan states, “GCPay makes a ton of sense!”

