

## CASE STUDY

# SpawGlass Delivers Great Construction Experiences Using BlueJeans

As an employee owned company, SpawGlass is unique in the construction industry. Currently, approximately 370 team members are employee owners, instilling a sense of personal pride in the work that ultimately benefits both clients and the quality of the end product. This personal pride is also prevalent in the way that SpawGlass works with their vendors—no one wants to spend more than necessary on a product that does not meet the organization's needs.

This is why the IT team spent months evaluating video conferencing software before deciding on BlueJeans. They were looking for a platform that would allow for easy communication for management and construction teams alike. And because they must answer to other employee owners, they were also looking for a tool that provided the best value at a cost-effective price.

## Restructuring for the Modern Workforce

SpawGlass had a legacy video conferencing system installed in their offices, but it was outdated and only worked for those who were connected to the network. There were multiple problems with the service each week, and the number of complaints were mounting. With the proliferation of new tools on the market, the team decided that it was time to look into something new for the entire organization.

Brian Nguyen, the IT Systems Administrator in charge of the new project had two main criteria when searching for a new meetings solution: full functionality and one-touch join. The company had previously struggled with the "Video Conferencing 30" where IT personnel were required to set up and test equipment thirty minutes prior to each executive-level meeting, and then be available to



**Industry:** Construction

**Challenge:** Needed to upgrade outdated video conferencing equipment with an easy to use and manage platform.

**Solution:** Implemented BlueJeans to provide video, audio, and web conferencing features for executive staff and field workers.

**Results:** Connected project teams to subcontractors, building owners, and the home office staff.

Reduced need to travel between 10 Texas offices, saving executives hours each week.

Eliminated "Video Conferencing 30" where IT set up and managed each meeting.

In our industry, collaboration with all the team members on our projects is critical. Having BlueJeans, a solution that is flexible, reliable, and can be used by anyone on any device, with no plug-in or download required is a huge deal.

– KEEFE ANDREWS, IT MANAGER

troubleshoot should issues arise. SpawGlass was looking to get away from this model — they wanted to be sure that employees of all levels could easily host and join meetings from wherever.

### Evaluating Video Conferencing Options

By working with resell partner Arkadin, IT Manager Keefe Andrews and his team were able to find five initial options that could address their needs. They then sent out a questionnaire where they outlined 15 questions—only those with satisfactory answers made it to the next round. BlueJeans, Skype for Business, and WebEx Teams were the final three contenders.

To find a winner, SpawGlass brought all three platforms on-site in three separate offices. The three platforms battled head-to-head as the IT team determined which was easiest to install and executives determined which was easiest to use. After testing, each person got to vote for their favorite. BlueJeans received an overwhelming vote, made even sweeter when the team saw the difference in price.

### Connecting Worksites to Home Offices

Once BlueJeans was installed throughout the organization, the entire team jumped on board with the platform. Executives and the operations staff use BlueJeans for team updates and one-on-one meetings between

locations, allowing employees to work from whichever office they choose. The company also uses BlueJeans to conduct courses for SpawGlass University—a continuing education initiative where employees can receive additional certifications and any training they need.

Workers in the field have also found BlueJeans to be useful for day-to-day operations. With each construction project, SpawGlass employs a number of subcontractors who are in charge of plumbing, steel, concrete, and more. With BlueJeans, the project managers in the field can have face-to-face meetings with these subcontractors, as well as with the architects, the building owners, and the home office. Andrews and his team set up each project team with their own computer and camera, so they can run scheduled and ad-hoc video conferencing meetings. As Andrews says, “Anytime, anywhere, BlueJeans is ready.”

#### ABOUT SPAWGLASS

A Texas-based commercial and civil contractor, SpawGlass was founded in 1953 by Louis Spaw and Frank Glass, hence the name SpawGlass. With 10 offices across Texas, the company has approximately 725 employees and is 100 percent employee-owned – with ownership open to all employees. The company’s mission is to provide clients with the absolute best construction experience.