

A competitive edge in today's challenging and ever-changing construction environment

Digital technology adoption in construction tends to lag behind other industries. But not at Middlesex.

“Digital technology adoption in construction tends to lag behind other industries. But not at Middlesex. Technology is going to enable us to do things faster and more accurately,”

Anthony Laudani, CIO at The Middlesex Corporation.

Laudani, a forward-thinking CIO with over three decades using IT and process improvement to realize cost reductions and competitive advantage, saw several opportunities to advance technology at Middlesex, and brought in Timlin to effect change. Here are a few steps they took toward digital transformation.

IT: Productive, Secure Collaboration

Employees in our offices and in the field were operating manually, often using paper. IT had inherited a SharePoint site with no security, therefore no trust that files would be safe. So, no one used it. Timlin hosted a governance session and an infrastructure meeting. They showed us the collaboration anywhere, anytime capabilities in modern SharePoint then we collaborated to implement them. Timlin also ensures that as Microsoft comes out with new capabilities, we are prepared for them. Middlesex is now able to take advantage of more of what Microsoft has to offer, and we're reaping the benefits:

- ✔ Our overall IT infrastructure is more efficient
- ✔ We have more effective document management, sharing, and security
- ✔ A secure, modern intranet site and Teams deployment is increasing collaboration and productivity
- ✔ Employees see IT as supporting, not throttling, their work



About Middlesex

Since 1972, Middlesex has been a leader in the heavy civil construction and paving industries.

Headquartered in Littleton, MA with regional offices in West Haven, CT and Orlando, FL, Middlesex designs, builds, and reconstructs highways, bridges, marine, rail, and transit facilities, and provides midstream gas and electrical transmission / distribution construction services in 14 states along the east coast and southeastern US.

To meet the needs of today's challenging and ever-changing construction environment, Middlesex employs the most current technologies, state-of-the-art equipment, and modern manufacturing facilities to deliver safe, award-winning projects.



About Timlin

Founded in 2010, Timlin Enterprises helps clients operate as digital organizations by enabling and continuing to advance their Office 365 and SharePoint capabilities.

Timlin harnesses each organization's unique definition of digital transformation, focuses on end users as the key to adoption, leverages a proven methodology, and maintains a commitment to exceptional service delivery using only US-based resources, as proven by a 100% service retention rate.

From targeted professional services to Center of Excellence managed services they have the solutions to help organizations adopt the tools available in the Office 365 platform to keep pace with the new speed of business.

We explained to Timlin our current review process, described what we wanted, and relayed our governance requirements. They devised a new process and leveraged our new SharePoint environment to deliver on our vision. We've refined it over the past couple years; and, now the process not only takes far less time, it is also far more effective:

- ✔ More employees do their personal reviews because SharePoint saves time drafting and reworking them
- ✔ With easy access to previous reviews, HR has more information on which to base performance evaluations
- ✔ HR is able to spend more time on coaching recommendations
- ✔ We have not had a single delay in delivering reviews

HR: Timely and Effective Annual Review Process

The annual employee review process was tedious. Employees completed, printed, and interofficed spreadsheets to HR. HR then deciphered and correlated all of the data—a process that took 40+ hours. As a result, employees weren't receiving reviews back in a timely manner, and we'd have to provide raises retroactively because of processing delays.

Legal: Efficient and Effective Responses

Our infrastructure slowed claims response. To effectively defend or prosecute a case, our chief legal counsel would spend countless hours searching for documentation in Outlook. Like with HR, Timlin met with Legal to understand their needs and devised a new workflow that leveraged our new SharePoint environment. As a result:

- ✔ Our overall documentation is organized and better managed
- ✔ Our chief legal counsel can find specific documentation fast using metadata
- ✔ Case files and legal documents are more secure

Bottom Line

Timlin's guidance and managed services enable us to better leverage technology do things faster and more efficiently, giving us a competitive edge in the construction space. Our teams collaborate more effectively. We can make decisions faster. And I look like a hero because I can say 'yes' to whatever is asked of IT. I then challenge Timlin; and, every time they step up to the challenge.

