



Named to Inc's Best Workplaces in 2020, Gardner Builders is a different breed of GC. Unwavering in their client experience and eager to implement practical tech, Gardner knew teaming with Buildr was a strategy that would help them continue to earn their reputation as "a hospitality company in the commercial construction business."

"What took weeks now takes hours."

Challenge

Always on the lookout for ways to provide the "Platinum Standard" for their clients, Gardner Builders found that their time-consuming closeout process and "clunky" turnover packages could use some refining.

Change was inevitable; they could either hire someone in an admin role to handle closeout and handover or implement software to help Project Coordinators finish telling their stories. Like all 3-ring binder turnovers, Gardner decided to throw theirs in the closet. This time—for good.

Solution

Buildr teamed with Gardner to help accelerate closeout while glowing up their turnover packages from "the industry standard" to something their clients truly cherished—*finally* accessible project docs and training videos shareable across facility teams.

"One of our client's comments were simply, 'This is amazing. It's so well laid-out. Everything's hyperlinked. It's beautiful, it's perfect.' And she can share it with her engineers."



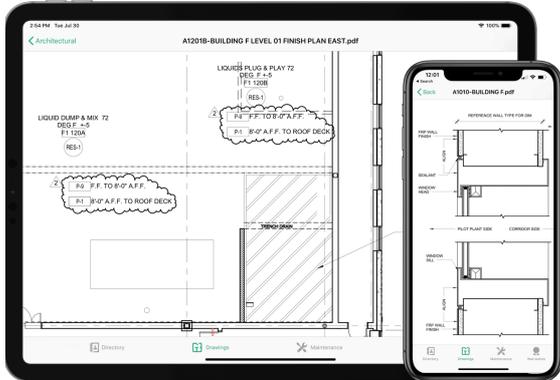
Amy Mallet
Lead Project Coordinator

Key Features

- ✔ **Over-delivery** - Clients are floored by a standardized, consistent, fully-hyperlinked turnover that makes the old way all but obsolete. Accessibility, shareability, and general ease-of-use makes Owners happy (and thus, Gardner Builders happy).
- ✔ **Deep Integration** - A seamless Procore integration was a key metric for Gardner's dream closeout solution. Buildr's embedded experience more than fit the bill, meaning teams hardly notice they're using an app separate from Procore.
- ✔ **Receptive Support** - The Buildr team is especially open to user feedback, continuously upgrade their system, and help their clients understand how to best use it. They're eager to provide additional solutions to over-deliver to clients.

Results

Gardner Builders implements Buildr into their project handover process to help elevate their clients' experience to "11-star." An accessible and shareable turnover package not only impresses their clients, it goes a long way in ensuring repeat business, something Gardner Builders defines as "invaluable."



**"11/10
level of client
experience."**

"Gardner manages a variety of projects, including healthcare, tenant improvement, and commercial ground-up around the country."

Buildr works for each and every unique client."



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