



Haselden Construction is a leading general contractor with a strong commitment to improving internal processes that boost customer satisfaction. By investing in Buildr's closeout and warranty platform, Haselden remains on the forefront of an industry on the brink of an analytics revolution.

255%
faster
warranty
response time

Challenge

Due to the shortcomings in efficiency of traditional methods, Haselden's post-construction workflow was in need of a tune-up. Customer surveys revealed closeout and warranty could be better executed.

Valuing customer relations and aspiring for slam-dunk final impressions on projects, Haselden resolved to overhaul the way that they had conducted closeout and warranty for the last four decades — no more spreadsheets.

Solution

Buildr provided Haselden with a modern and streamlined closeout and warranty platform to integrate into their workflow standardization. For owners, reporting warranty issues and obtaining follow-through from subcontractors has never been more efficient and transparent.

“There was increased efficiency in the owners being able to report and track warranty issues. The ease of access has been huge.”



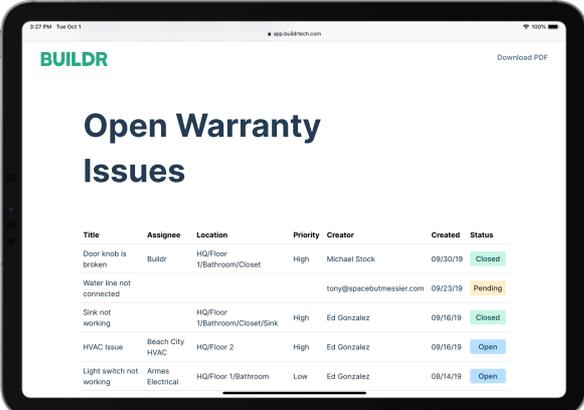
Kim Hagger
 Director of Business Integration

Key Features

- ✓ **Transparency** - Streamlined system makes follow-through a breeze. Clarity in subcontractor/issue assignment, pending replies, and priority levels of issues. Tracked response times reveal competence and spur accountability.
- ✓ **Efficiency** - Warranty workflow standardization executed across multiple on-going projects. No multi-step process to teach users — **one single login**. Closeout and warranty within the same platform dramatically accelerates workflow.
- ✓ **Availability** - The Buildr team is always readily accessible while clear and timely in their communication. Their support team is quick to answer questions and hear new ideas to implement within the app based on need.

Results

Haselden Construction implements Buildr into multiple ongoing projects including the Denver Museum of Science and Nature, W Aspen, and Eagle County schools. The increased ability to track pending warranties and streamline workflow, all while providing a more user-friendly experience for the owner, empowers Haselden to be a game-changing general contractor.



The screenshot shows the Buildr app interface on a tablet. The title is "Open Warranty Issues". Below the title is a table with the following data:

Title	Assignee	Location	Priority	Creator	Created	Status
Door knob is broken	Buildr	HQ/Floor 1/Bathroom/Closet	High	Michael Stock	09/30/19	Closed
Water line not connected				tony@spacebutmessier.com	09/23/19	Pending
Sink not working		HQ/Floor 1/Bathroom/Closet/Sink	High	Ed Gonzalez	09/16/19	Closed
HVAC issue	Beach City HVAC	HQ/Floor 2	High	Ed Gonzalez	09/16/19	Open
Light switch not working	Armes Electrical	HQ/Floor 1/Bathroom	Low	Ed Gonzalez	08/14/19	Open

100%
of warranty
issues resolved
on time

Buildr gives our team the ability to use, manage, and track warranty issues better than ever before. It's simple for the owner to submit issues and see follow-through in real time.

The integration of Procore was important because it eliminated a lot of the duplicate entry.



Reseena Cowan
Senior Project Coordinator