**BOE CORE CUSTOMER CASE STUDY** 

## Andersson / Wise

Austin, TX

15+ Employees

Architecture, Interiors, Planning

anderssonwise.com



### Balancing Creative Excellence with Smarter Firm Management



"We've saved a tremendous amount of time in expense and time tracking, approvals, and invoicing. What used to be a tedious process is now streamlined, which means our team isn't spending hours chasing numbers. Instead, they're focused on design—on the creativity, the problemsolving, and the client relationships that define who we are as a firm."





#### A Design Legacy Rooted in Austin

Andersson/Wise Architects was born from a spirit of collaboration and creativity that has long defined Austin's architectural community. The firm's roots trace back to visionary architect Charles Moore, whose mentorship inspired Arthur Andersson and Chris Wise to carry forward a practice centered on craft, context, and human experience.

Over the last 25 years, Andersson/Wise has built places where people truly live. They call them "living projects"—spaces that shape daily life, invite connection, and leave a lasting mark on the community. From award-winning residences rooted in nature to cultural landmarks like the W Hotel & Condominiums in downtown Austin, their work is defined not by sector but by soul.

With a lean but talented team of around 15, the partners remain closely involved in every project, balancing big ambitions with personal attention. Their reputation spreads largely by word of mouth, a testament to the relationships they've nurtured and the trust they've earned.

But even as their design legacy flourished, the systems behind the scenes struggled to keep pace—setting the stage for a challenge no design vision could overcome alone.

### The Growing Pains of a Fragmented System

Behind Andersson/Wise's celebrated design work, the reality of running the business was far less inspiring. Each project manager had their own way of staying organized—some used spreadsheets, others relied on email trails, and invoicing lived in a silo between Chris and a longtime administrator. Hours were logged, but



We had time entry, but it was largely based on the project manager's ability to stay organized and keep track of it in their own creative ways. It differed from person to person.

**Robin Logan** 

Marketing Director & Business Development



often inconsistently. Reports from QuickBooks offered little more than a look in the rearview mirror. By the time the numbers arrived, it was often too late to course-correct.

The result was a firm brimming with design talent but weighed down by inefficiency.

Project managers lacked visibility into financial performance. Invoices piled up, slowing cash flow. Leadership could sense blind spots but didn't have the data to act in real time.

Then came COVID—and with it, the departure of a trusted administrator who had helped keep the old system afloat. "It was siloed," Chris remembers. "Project managers weren't involved with invoicing, and we had no visibility. When COVID hit, I knew we had to modernize."

The disruption made it clear: Andersson/
Wise couldn't continue relying on outdated,
fragmented systems. To serve their clients
with the same level of creativity and care that
defined their design work, they needed clarity,
consistency, and tools that empowered the
whole team. The hero had met its villain—and was
ready for change.

### Finding the Right Fit in CORE

The goal of modernization was simple: give their architects the freedom to focus on design excellence while ensuring the business side of the practice ran smoothly. That meant finding an integrated system that could handle time, expenses, project management, resource planning, and financial performance in one place.

Chris led the search with clear priorities. The firm wanted a cloud-based platform their team could access anywhere, dashboards that revealed project health in real time, and tools that empowered project managers to





When our office manager left and COVID hit, I wasn't going to take all of this on myself. We had to modernize. That's how I found CORE. My goal has been to fully integrate it across the team so everyone is working from the same toolset, helping us focus on the mission-critical things—like the architecture itself.



take greater ownership of their work. BQE CORE checked every box.

The adoption fit into a broader strategy.

Andersson/Wise outsourced accounting to a specialized partner, while CORE became the operational backbone of the firm. Project managers could now set up invoices, approve time, and monitor budgets with ease. Principals had visibility into performance without waiting for month-end reports. For the first time, the entire team was aligned around the same set of tools and the same source of truth.

With CORE, Andersson/Wise had found more than software—they had found a partner that understood the unique needs of design firms, and a system that could grow with them into the future.

#### A Slow but Steady Transformation

The shift didn't happen overnight. Like most firms, Andersson/Wise had to balance learning new systems with the demands of ongoing projects. But step by step, in partnership with BQE's support team, CORE began to reshape how the team worked.

Today, every architect logs time directly in CORE, creating a single source of truth for hours and budgets. Project managers now play a larger role in financial oversight, teeing up consultant expenses, reviewing hours, and preparing invoices before leadership finalizes them. What once required endless back-and-forth now flows through a streamlined, transparent process.

Dashboards have become a new kind of safety net—providing instant clarity into project health, utilization, and progress. Instead of waiting weeks for financial reports, principals and project managers alike can see issues as they emerge and adjust before small problems grow.



We're getting more and more integrated with CORE. Everyone tracks time there, project managers are more involved in billing, and the dashboards give us a clearer picture of firm health than we've ever had before.



Even as the team continues to explore advanced features like project planning and resource management, the transformation is already clear. What used to be guesswork is now visible. What used to be siloed is now shared. What used to pull energy away from design is slowly giving it back.

#### The Results: More Time, More Clarity, Better Decisions

The first breakthrough came in billing and time management. Tasks like tracking time, approving entries, and compiling invoices that used to take hours are now handled in a fraction of the time. The process is smoother, more accurate, and far less stressful for everyone involved. Faster invoicing also means healthier cash flow, giving the firm greater stability to plan and grow.

Equally transformative has been the visibility CORE provides. Instead of waiting for end-of-month reports, principals and project managers now see the financial health of projects in real time. That clarity allows the team to adjust course early, safeguard budgets, and make decisions with confidence. All while building trust and stronger relationships with their clients

But perhaps the most meaningful result is the freedom it has created. By reducing the administrative weight on staff, Andersson/ Wise has reclaimed time and energy for what truly defines their practice: designing spaces that matter, supporting clients, and mentoring the next generation of architects. More conversations can focus on the design concepts, working out elegant details, and crafting award-winning architecture. With CORE running quietly in the background, the firm can stay focused on the work that makes the greatest impact.



With CORE, we finally have real-time visibility. We're not waiting for last month's numbers anymore—we can see how projects are performing today and make adjustments before small issues turn into big problems.





# Looking Ahead: Building a Foundation for Exceptional Design

For Andersson/Wise, design is the heartbeat of the practice. Their projects have earned national recognition, and their reputation is built on creativity, craft, and the ability to shape spaces that leave a lasting mark. But even the best design firms need structure behind the scenes. CORE provides that foundation—streamlining operations, clarifying financials, and giving the team the confidence to run a stronger business.

With CORE as their operational backbone, Andersson/Wise is setting the stage for growth. The partners envision expanding back to 25–30 people, with multiple offices serving a broader range of clients. That growth isn't about volume—it's about impact. A larger, stronger firm means more opportunities to pursue ambitious projects, deepen client relationships, and continue raising the bar for design excellence.

For a firm with ambition and a beautiful portfolio to match, CORE ensures that operations never hold them back. Instead, it gives Andersson/Wise the clarity and stability to focus entirely on what they do best: exceptional architecture.



At the end of the day, what matters most to us is design. CORE takes care of the business side so we can stay focused on the creativity, the problemsolving, and the client relationships that define our firm.

F. Christian Wise, AIA Principal, Managing Partner

Build a business that runs as smoothly as your designs, powered by BQE CORE.

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