

# Success Story - Watts & Browning Engineers, Inc



## Background

Watts & Browning's project management needs were not unlike every engineering firm in the space. They were constantly looking for ways to speed up their cash flow, produce accurate and timely reports, keep projects on track, and simplify managing expenses. They relied on their project management solution for clear-cut performance metrics to save time and money where possible. After all, managing reports and gaining better visibility into the company's financials is – and always will be – paramount to a project's success and client satisfaction.

## Why Change?

Unfortunately, Watts & Browning's experience with the project management software they were using presented numerous challenges. Locating client reports was cumbersome and time-consuming. Trying to uncover a client's balance or where their accounts stood became a journey through layers of information. Frustration led to developing a fallback system of exporting client data into Excel spreadsheets to view the needed financials. Entering the engineer's time on projects was difficult at best. The process was clunky and outdated.

## The Evaluation

Watts & Browning decided it was time for a change. Their investigation into choosing a new project management solution was straightforward. They searched the Internet, read the reviews, and settled on a list of the Top Ten. From there, they narrowed their scope, did a deeper dive into these ten platforms, chose the best five, and then finally, the top three solutions that suited their needs.



## About Watts & Browning Engineers:

Watts & Browning, a Marietta-based engineering firm formed in 1945, use their creative and technical excellence in providing a comprehensive range of civil engineering, surveying, and land planning services to clients based in Georgia.



*"I've regained 2  
hours in my day  
thanks to CORE."*

**Kim Lennon**

Operations Manager,  
Watts & Browning Engineers, Inc.

### The Evaluation *(continued)*

Their criteria for determining their final candidates were simple, they wanted to:

- Eliminate the time-consuming headaches using their current system and looked toward producing the needed reports on time
- Manage expenses better
- Know where their client balances stood
- Track their engineer's time more efficiently

In the end, the positive reviews on YouTube and the free trial of the BQE CORE solution were the tipping points.

### The Implementation

Change is never easy. Choosing a new software solution meant budget meetings and the needed approvals. Then there's the vetting process, potential downtime, and buy-ins by end-users. Watts & Browning was pleasantly surprised working through the implementation process with CORE's team since the switch only took three or four weeks. They started in January and were up and running by February. The changeover could have gone even smoother if the current system had stored the information in a more manageable way. W&B took the recommended training classes, and CORE's support made a real difference, both by phone and email.

### The Payoff

- Looking up client information, which took 30 to 45 minutes, now takes less than 5 minutes
- Searching for a single invoice only takes a few minutes
- Regular monthly reports are scheduled to go out automatically
- Questions about expenses and profits on a particular client are answered immediately
- The training videos continue to answer any questions
- **Their Operations Manager has regained two hours in her day**



*The automated reporting feature is phenomenal, since reports now go out like clockwork every month, and there is a more standardized layout.*



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*When invoices were split between 2 companies, it used to take me close to 30 minutes to research. Now, it takes me less than 10.*