

## The Results

**246**

Questions asked by 4 people  
in 37 working days.

**87%+**

Answer correctness validated  
by the project team.

**6.5x ROI**

From labor savings alone.

**40x ROI**

Combined ROI between labor  
savings and rework prevention.

**20–40**

Minutes of time saved on  
search and travel time *per*  
*question* in the field.

**\$100k+** / month

Of potential rework saved  
if utilized from project inception.

## The Problem

Gilbane chose to pilot Trunk Tools on their **\$456MM** Baird project in downtown Milwaukee. The Baird Center Expansion is a large, complex construction project. Composing over **33.7 GB** of data or 20.6K individual documents, the ability for one individual, or even a team of individuals to commit all information to memory in an actionable state is **not humanly possible**. Additionally, with much of the data living in project management tools or other instances best interacted with by a desktop or laptop, finding an answer in the field often requires a diversion to the site trailer. This led the company to seek out a solution that would:

- **Increase efficiency**
- **Decrease answer lag time**
- Inspire a **level of confidence** in the field to expedite **“closing-the-loop”** type conversations



## The Solution

Trunk Tools was first rolled out January 8th, 2024 and primarily used as an answer to increase efficiency, decrease answer lag time, and inspire a level of confidence in the field. Our approach took the following steps/milestones:

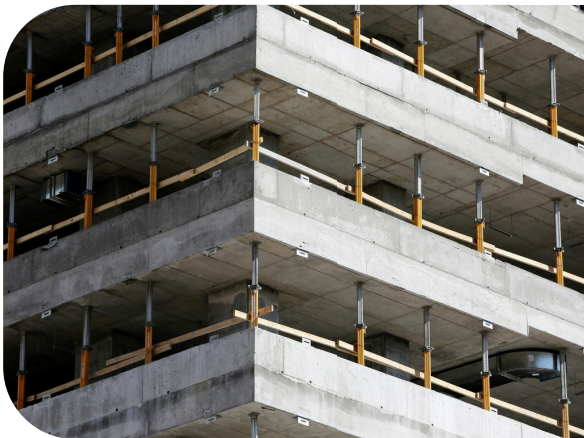
- **Understanding the general project asks:** We meticulously determined the daily information requirements, recognizing that a jobsite's dynamic nature causes rapid changes in priorities and documentation. By understanding not only what information was needed but also why, we moved beyond merely classifying responses as correct or incorrect, ensuring that answers provided the necessary context.
- **Expanded site presence:** After establishing trust with an initial proof of concept, we expanded the tool's use to additional individuals on the jobsite. These users quickly onboarded and began rigorously testing the tool, providing fresh insights and identifying both challenges and opportunities. This strategy helped ensure that our evaluations were not biased by feedback from only our main power-user.
- **Usage monitoring/sentiment surveying:** We took several NPS and sentiment surveys throughout the course of the pilot. Users were polled on overall tool views and identifying any explicit gaps in functionality they believed could take Trunk Tools to the next level if addressed.

## Our Findings

Strong usage, coupled with a high degree of accuracy and trust in the system led to Gilbane deciding to pursue the rollout of Trunk Tools to approximately 10 additional job sites across their portfolio.

- **90 CSAT satisfaction score** by project team.
- **246 questions** were asked in 37 working days, and on average each question was estimated to have saved a minimum of **20–40 minutes**.
- **A 6.5x ROI from just labor savings** and a **40x combined ROI** between labor savings and rework prevention.
- **\$100k+ / month** of potential rework saved if utilized from project inception.

## User Quotes



"Trunk Tools showed that it can help our teams **increase efficiency** and **save significant time** by preventing rework. With TrunkText doing the **'document digging'** for me, I can work more effectively and be more **responsive** in the field."

**– Andrew Roy, Superintendent**

"**30+ minutes** is often saved on questions asked in the field and it's also positively benefiting the **speed to response** for the person asking the Super the question. If I have to walk back to the trailer to get an answer, I'm getting pulled aside repeatedly and asked to do other things. It helps us **avoid context switching**."

**– Andrew Roy, Superintendent**





## Conclusion

In the course of the pilot program, **246 questions** were asked with an **87% answer correctness**. An average of was saved per question. The ROI for just **labor costs is 6.5x ROI** with a **40x ROI combined with labor savings and rework prevention** with **\$100k+/ month** of potential rework saved if utilized from project inception.

