

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

An **ENR Top 25** company chose to pilot TrunkText on their **\$456MM** project in downtown Milwaukee. This \$456MM 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

TrunkText was first rolled out January 8th, 2023 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:

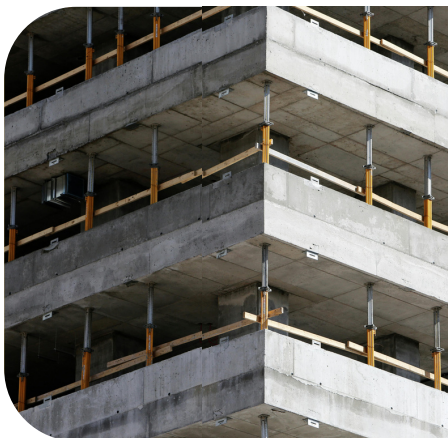
- **Understanding the general project asks:** We meticulously determined the daily information requirements, recognizing that a jobsite's dynamic nature causes rapid changes in priorities and documentation. By understanding not only what information was needed but also why, we moved beyond merely classifying 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 TrunkText to the next level if addressed.

Our Findings

Strong usage, coupled with a high degree of accuracy and trust in the system, led the company to pursue the rollout of TrunkText 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



“Throughout implementation of TT on the past 4 months on this project, **my job has become more manageable** from a document management/digestion standpoint by allowing TT to do the “document digging” for me. It has saved **countless man-days of re-work** and has provided relevant context to **settle disputes** between trade partners, Architects and the CM team”.

- 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**.”

- 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.

