

What's the ROI?

Customers Reveal the Value of Procore

PROCORE®



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A word before we begin.

In early 2020, the world changed—and so did construction around the globe. As the industry continues to respond to the effects of the COVID-19 pandemic, it has adjusted to weekly and sometimes even daily changes. Providing teams with the support they need to adapt has become vital. Yet there is no other industry that can rise to this challenge better than construction. Change management is in your blood—embedded into the very DNA of the work you do.

Construction is still considered essential work in many regions, meaning businesses are increasingly looking for ways to maximize safety, efficiency, and communication and to implement remote capabilities when possible. In these uncertain times, technology can provide a way to keep work moving, while keeping the distance we need.

It offers a long-term solution to combat change—one that is flexible, adaptable, and most importantly, gives teams the ability to pivot efficiently in the midst of the unexpected. The following report details Procore's return on investment (ROI) and shows the value customers have found in a platform built to help teams and businesses do more under any circumstances.

As we adjust to a new normal, one thing remains constant: the industry's resilience and commitment to build our communities. At Procore our priority, much like yours, is to ensure your teams on and off the jobsite stay safe and healthy. We're here to help you navigate these challenges by bringing together your project information—even when your teams are apart.

About This Report

When it comes to investing in your business, how do you know if you're spending efficiently? The answer is simple: return on investment (ROI). If you can't measure it, you can't manage it.

In this report, customers including general contractors, specialty contractors, and owners reveal how Procore connects people and processes on a global platform to drive greater business results. From preconstruction and project management to resource management and financial management, teams have a single source of truth for accurate, timely data. Plus, with an unlimited user license model and a powerful mobile app, everyone has what they need, when they need it—whether they're in the field, office, or somewhere in between. This report offers a behind-the-scenes look at how customers leverage Procore to:

- + Optimize people and processes
- + Get more done, faster
- + Maintain project consistency
- + Streamline communication
- + Gain a competitive edge

At Procore, we believe in equipping you with the right tools so you can tackle any challenge head-on. In the following pages, we show you the value of Procore—not just for numbers' sake, but to highlight the *real* impact on real people. It takes the guesswork out of answering the question, “Is my investment worth it?”

Because in the end, managing safety issues isn't just about managing a number on a spreadsheet—it means field teams can go home to their families at the end of the day. Greater efficiency is more than just faster turnaround times—it also means everyone has one less thing to worry about come 5:00 p.m. And more collaborative workflows not only boost productivity but also lead to happier, more engaged employees who are invested in the company's success as much as their own.

Our measure of success is your team's success—all the men and women working tirelessly on and off the jobsite to build our future. Because a job well done not only builds your business, it also builds communities.

The Backstory

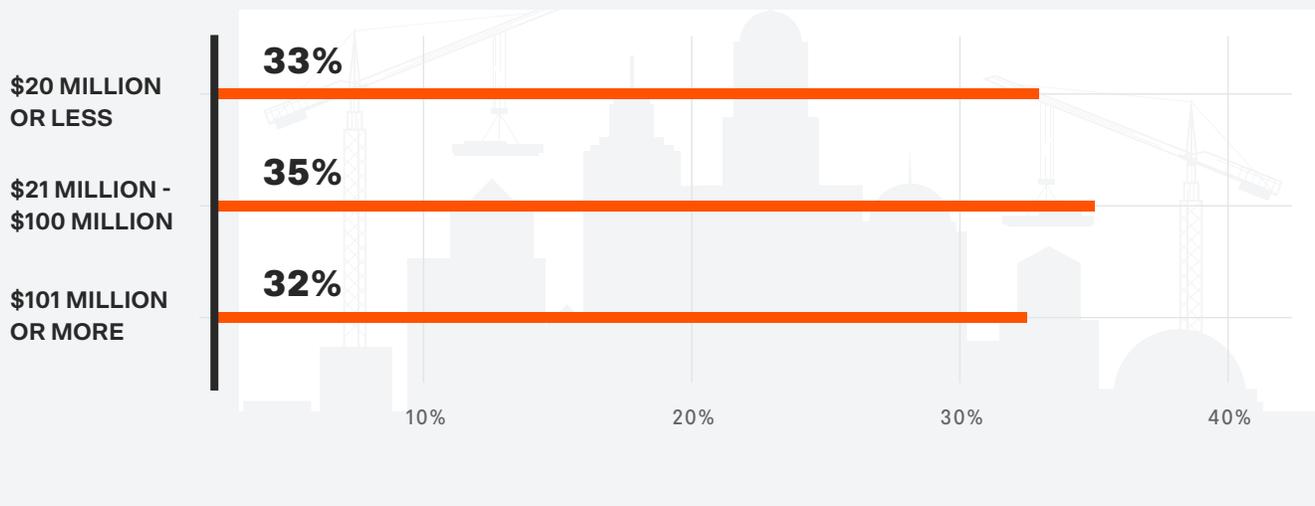
We surveyed 651 customers from around the globe—including North America, Asia Pacific, and Europe. Data includes responses from general contractors, specialty contractors, and owners of all sizes. All survey responses are self-reported and, unless otherwise noted, all references to customers, users, or any individual stakeholder group mentioned herein refer to the population surveyed.

Participants*

**All customers have used Procore for at least one year.*



Annual Construction Volume (ACV)/ Capital Spend Range

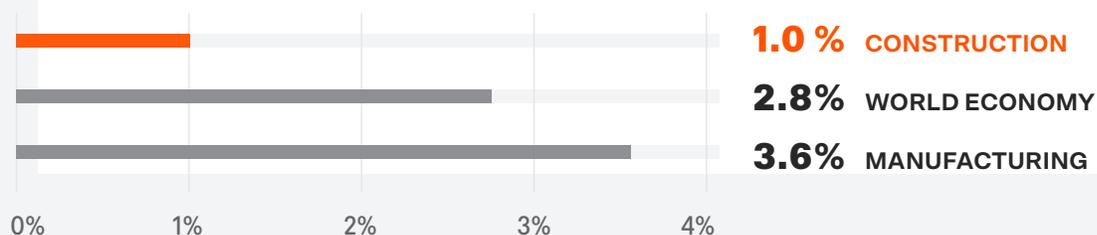


Key Takeaways

Every year, construction represents about 13%, or **\$10 trillion**, of global GDP and employs 7% of the global workforce. And it's expected to grow. According to a study by McKinsey, annual worldwide construction spend could surge to approximately **\$14 trillion** by 2025.

Despite this, productivity in the sector has failed to keep pace with overall labor productivity growth rates. In some countries, such as France, Japan, and the U.S., construction labor productivity growth has even declined over the past **two decades**.

Global Labor Productivity Growth*



*Global labor productivity growth from 1995-2014

While this presents an industry-wide challenge, it also offers a unique opportunity for construction businesses. In this report, we explore how Procore customers are leveraging tech to give them a competitive advantage in the industry.

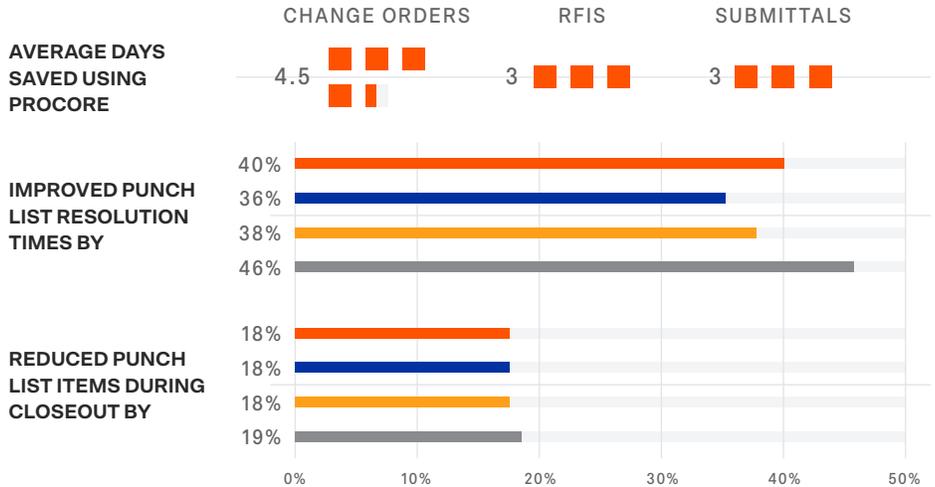


Here are the top takeaways

ALL OWNERS GENERAL CONTRACTORS SPECIALTY CONTRACTORS

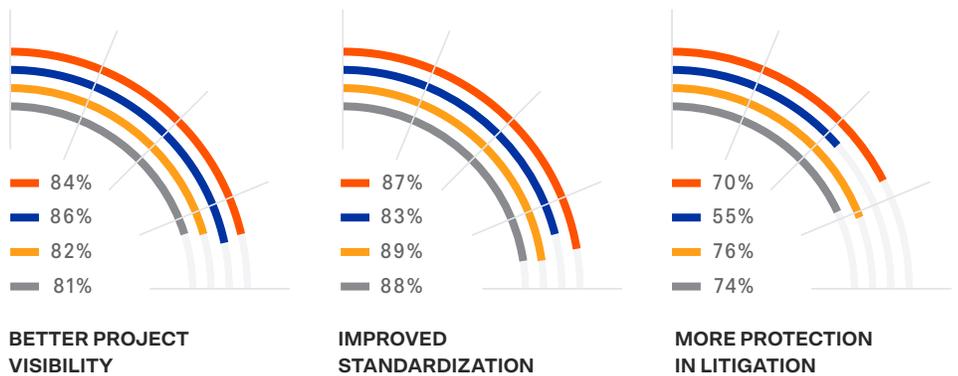
Improve Efficiency

Participants streamline processes and reduce turnaround time.



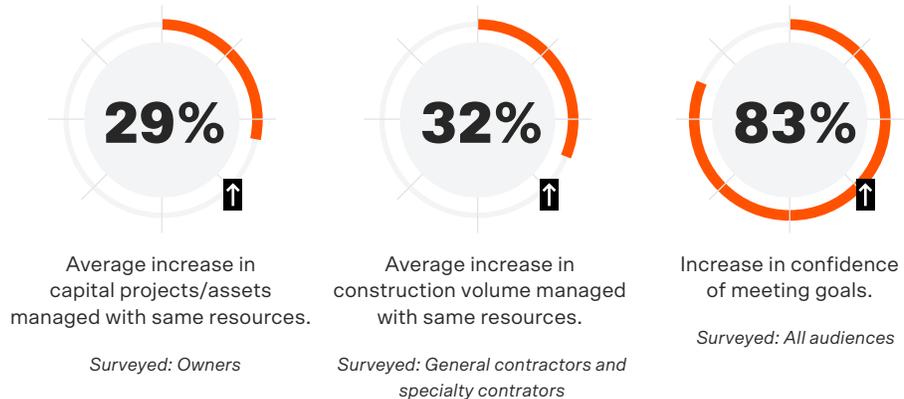
Reduce Risk

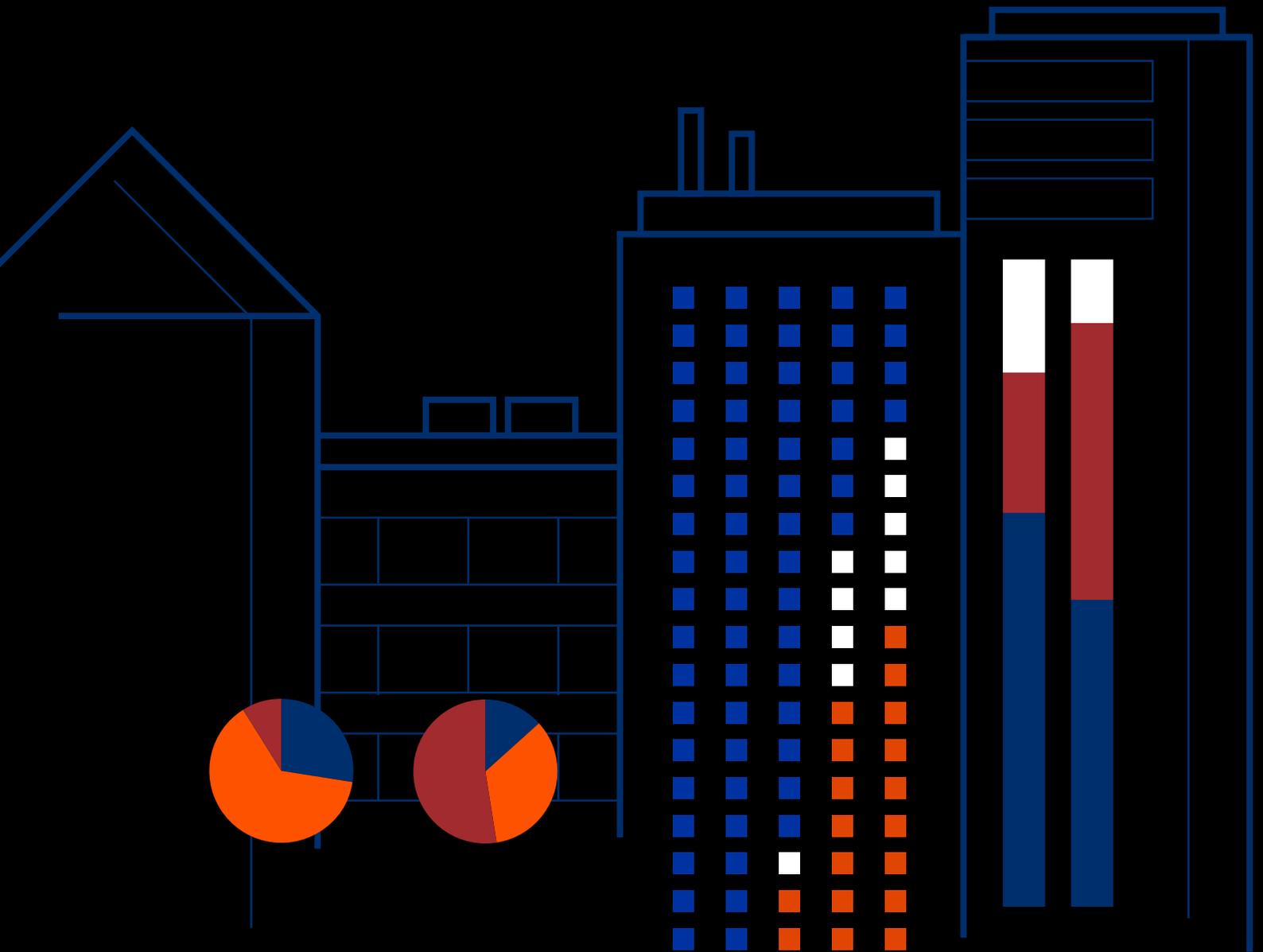
Participants mitigate risk by enhancing three key areas.



Protect Profits

Teams accomplish more work while keeping staffing costs low.





— CHAPTER 1

Optimize People and Processes

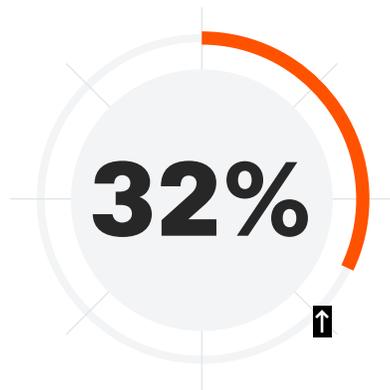
“Procore has raised our game to the point that we compete with companies ten times our size, because we can deliver the same type of client experience as companies with a huge IT staff of custom software.”

DUSTIN BURNS, MCCOWNGORDON CONSTRUCTION

Do More With Less

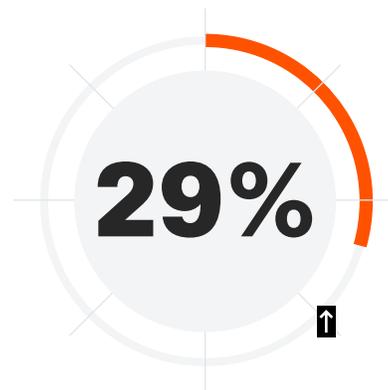
Equipping teams with the right tools helps them be more efficient in their jobs and more effective at working together—and that goes for every company involved in a project.

With Procore, teams are able to consolidate project data onto one user-friendly platform, and unlimited user licenses enable all stakeholders—general contractors, specialty contractors, owners, architects, engineers, and more—to easily collaborate. That way, they have everything they need in one place, helping teams accomplish more with less.



Average increase in construction volume managed with same resources.

Surveyed: General contractors and specialty contractors



Average increase in capital projects/assets managed with same resources.

Surveyed: Owners

RECAP QUESTION:

Instead of spending time entering data into multiple systems, what could your team gain by switching to a single solution?



— CHAPTER 2

Get More Done, Faster

“Procore paid for itself in the first three months—just through purchase orders alone. The executive team realized how much money it was saving us. Procore gives us great information and really gets everybody excited about what it can do for us.”

WES SIMPSON, GREEN MECHANICAL



**In any business, time is money.
But if you can save both, why
wouldn't you?**

Relying on manual processes significantly slows down your team—not to mention putting your budget at risk. In fact, [37%](#) of construction managers who don't use construction management software end up wasting more than two hours per day on project documentation.

Yet relying on an array of disparate solutions can be just as detrimental to your business. According to McKinsey, businesses leveraging a single platform experience boosted earnings. In fact, [the study](#) found that companies using a platform capture an additional 10% in EBIT (earnings before interest and taxes) growth over five years compared to non-platform users.

With Procore's platform, you can streamline your existing processes to help you stay on schedule and under budget.

Finish projects faster.

You work too hard to let inefficiencies stand in your way. Leveraging tools that are integrated and up-to-date means teams no longer need to double enter data or wait around on-site for answers. Procore offers a streamlined solution that reduces administrative work so you can focus on the tasks that matter the most.

ON AVERAGE, HOW MUCH FASTER IS PROCESSING AND DISTRIBUTING THE FOLLOWING THROUGH PROCORE COMPARED TO YOUR PREVIOUS MEANS?



WHO SAVES THE MOST TIME EACH WEEK?

SUPERINTENDENTS/
FOREMAN
13.5
HRS / WEEK



PROJECT MANAGERS
12.0
HRS / WEEK



PROJECT ENGINEERS
12.0
HRS / WEEK



DAILY LOGS:

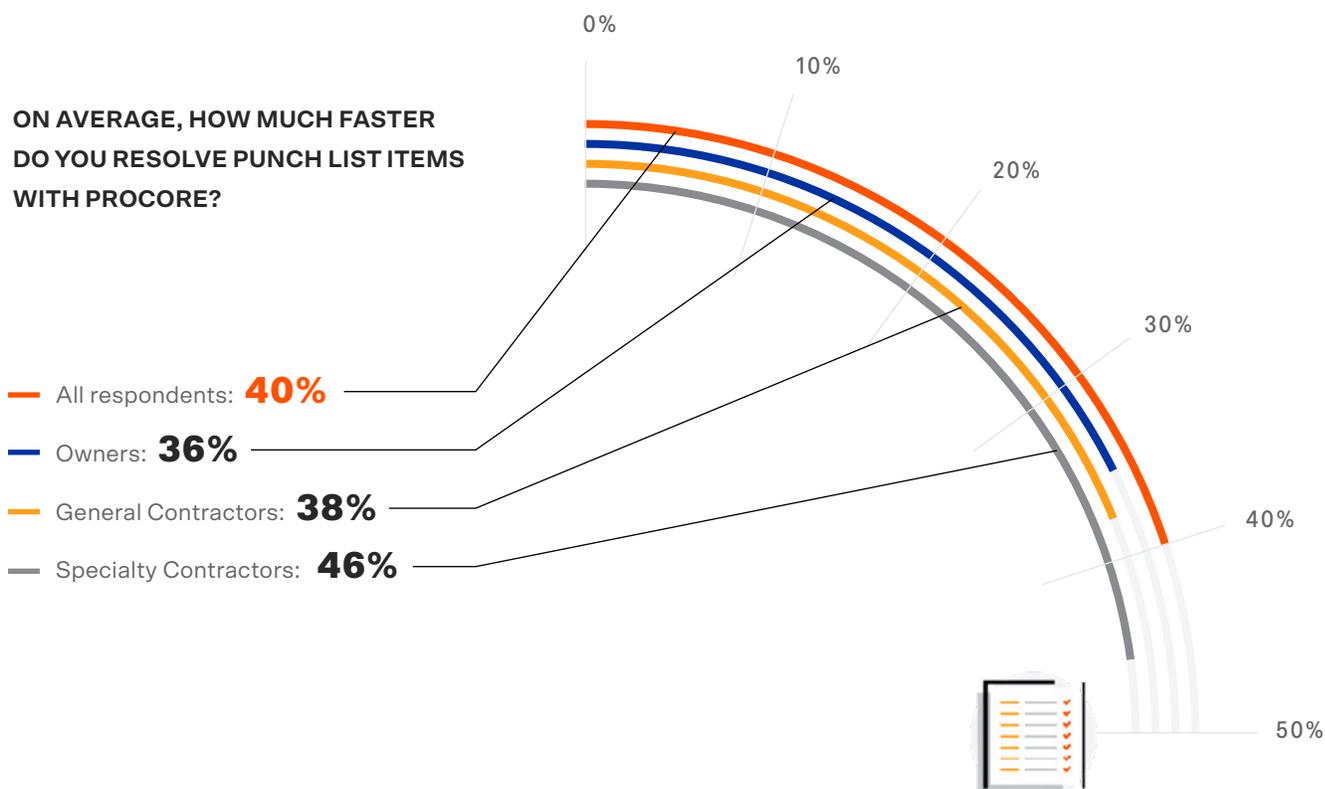


**Users save
2.6 hours on
average every
week.**

*Surveyed: General contractors and
specialty contractors*

Resolve issues in real time.

Relying on paper documentation or multiple software solutions that don't integrate means teams have to wait for information to reach them manually—which can often be days or even weeks of downtime. With Procore, all stakeholders have instant access to updates as soon as they occur, meaning teams can address issues in the moment and resolve issues faster.



PUNCH LIST ITEMS:

Respondents report punch list items are resolved 40% faster with Procore.

Reduce rework.

Throughout the course of a project, there will always be some changes. The key is to make sure they don't also become surprises because that often means more rework. Procore helps you efficiently manage on-site issues so you can minimize risk and stay protected from the unexpected down the road.

18% reduction in punch list items during the closeout phase of a project.

47% of respondents say Procore reduces rework.

75%

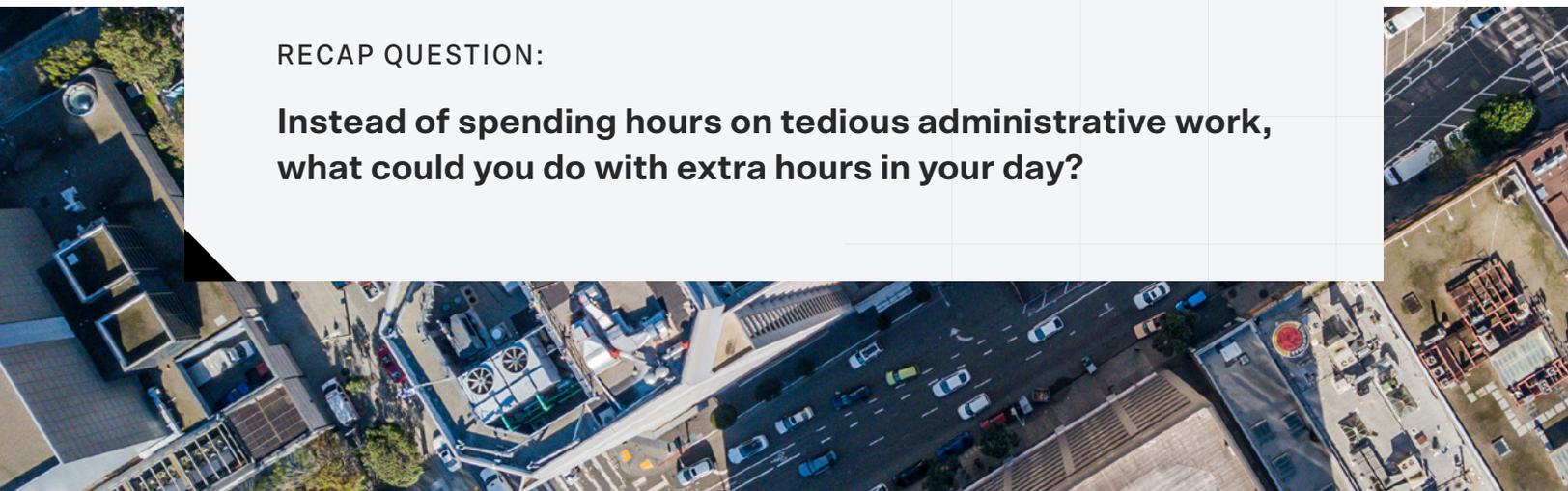
of respondents say Procore's Change Management Tools help them better manage change orders on projects.

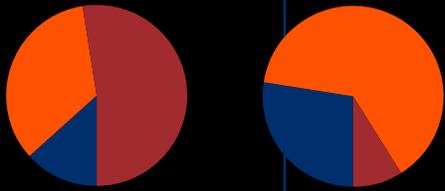
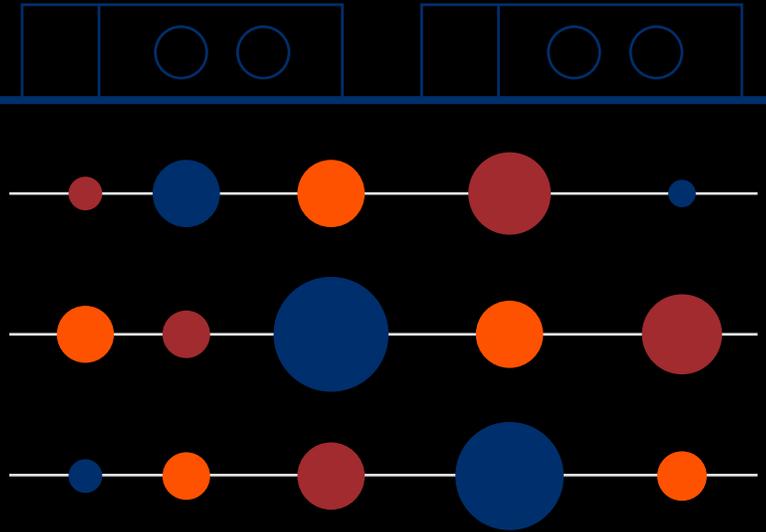
30% reduction in the frequency of non-recoverable change orders when customers use Procore's Change Management Tools.

Surveyed: General contractors and specialty contractors

RECAP QUESTION:

Instead of spending hours on tedious administrative work, what could you do with extra hours in your day?





— CHAPTER 3

Master the Art of Efficiency

“Procore has allowed us to double the number of projects that we can handle with the same number of people.

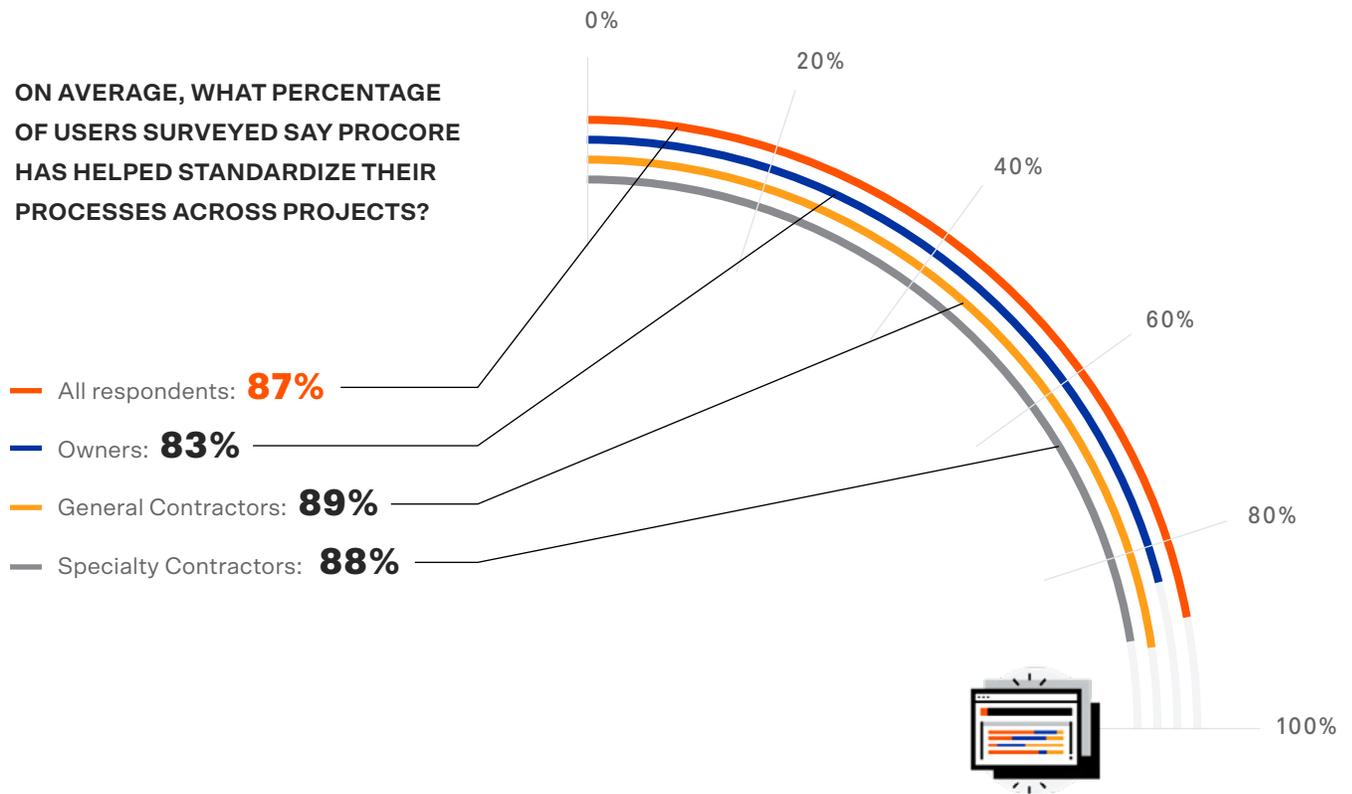
The quality of management is just completely different too.”

JULIEN FERSING, SWISSROC

03

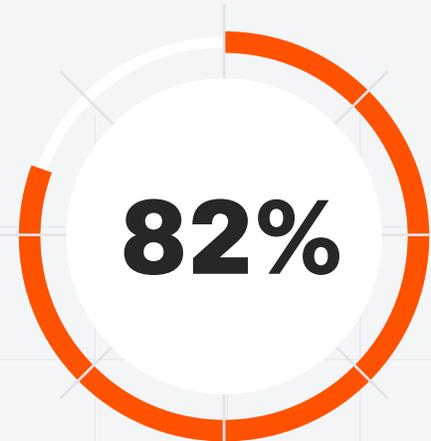
Whether you're working on one project or dozens, maintaining consistency is crucial to enable your business to adapt to change.

The industry will continually evolve and grow, so it's important to have standardized processes and procedures in place to help you meet those challenges efficiently. This will allow your business to be less reactive and more proactive—meaning you'll be better prepared when changes do happen.



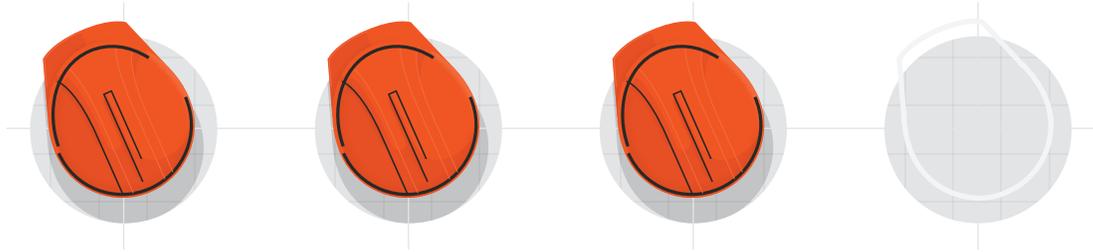
PROJECT DATA:

82% of owners surveyed have found that Procore has helped them own their project data throughout the lifecycle of an asset.

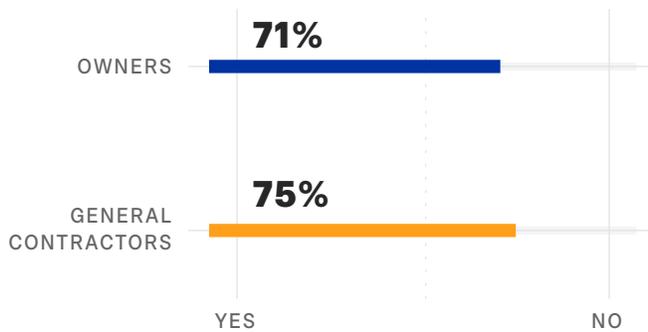


Financials

Roughly **3 out of 4** users surveyed say Procore streamlines their payment application and billing process.



DOES IMPLEMENTING PROCORE'S FINANCIAL TOOLS IMPROVE COMMUNICATION AND TRANSPARENCY BETWEEN PROJECT MANAGEMENT AND ACCOUNTING TEAMS?

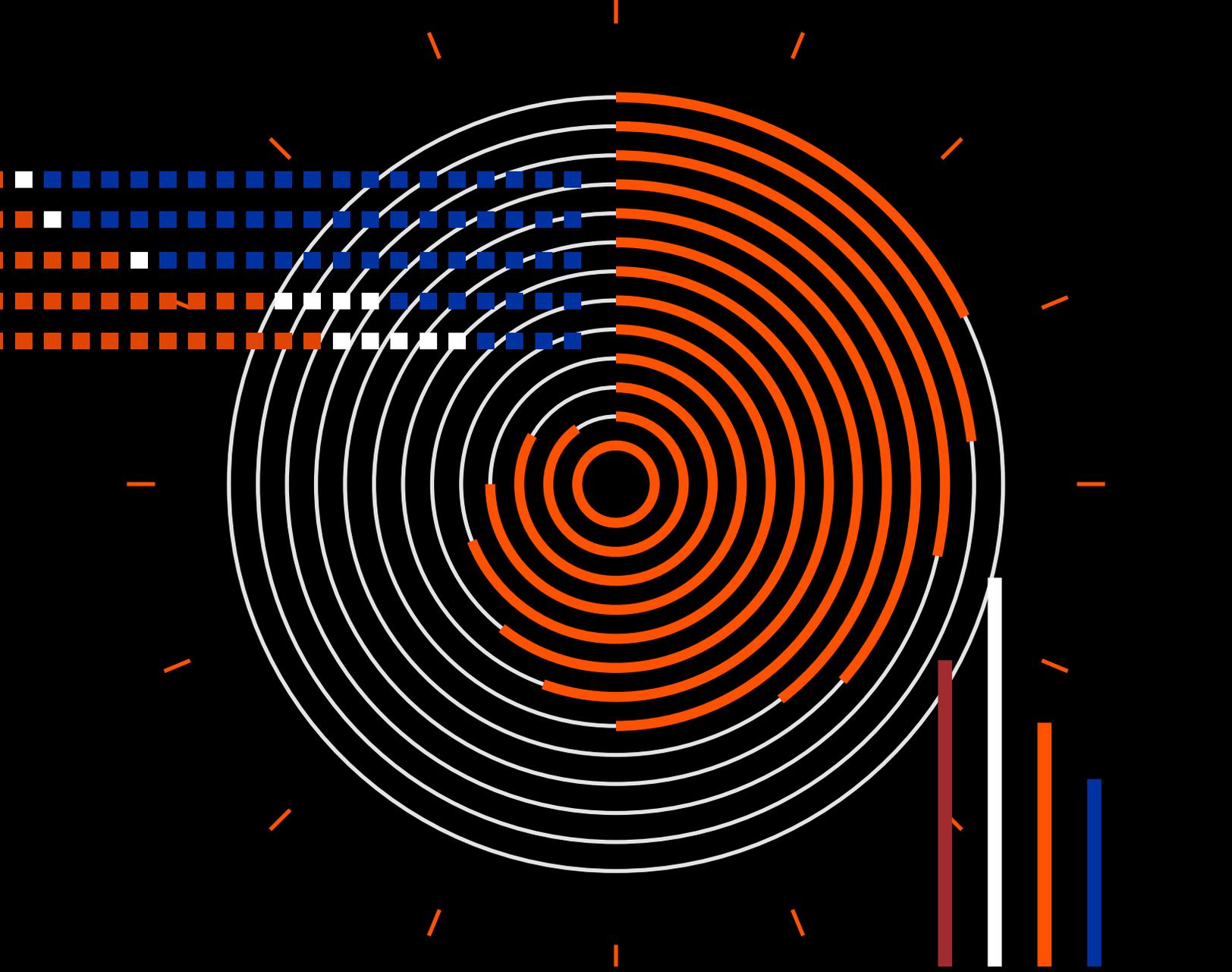


“We’re done with the invoice in minutes. It’s all there in Procore, and it works so much faster. We’re talking about minutes versus a full day’s worth of work.”

ANDREW DIPIETRO, PETERSEN BROTHERS CONSTRUCTION

RECAP QUESTION:

What other tasks could you focus on if everything ran a bit smoother?



— CHAPTER 4

Connect on a Global Platform

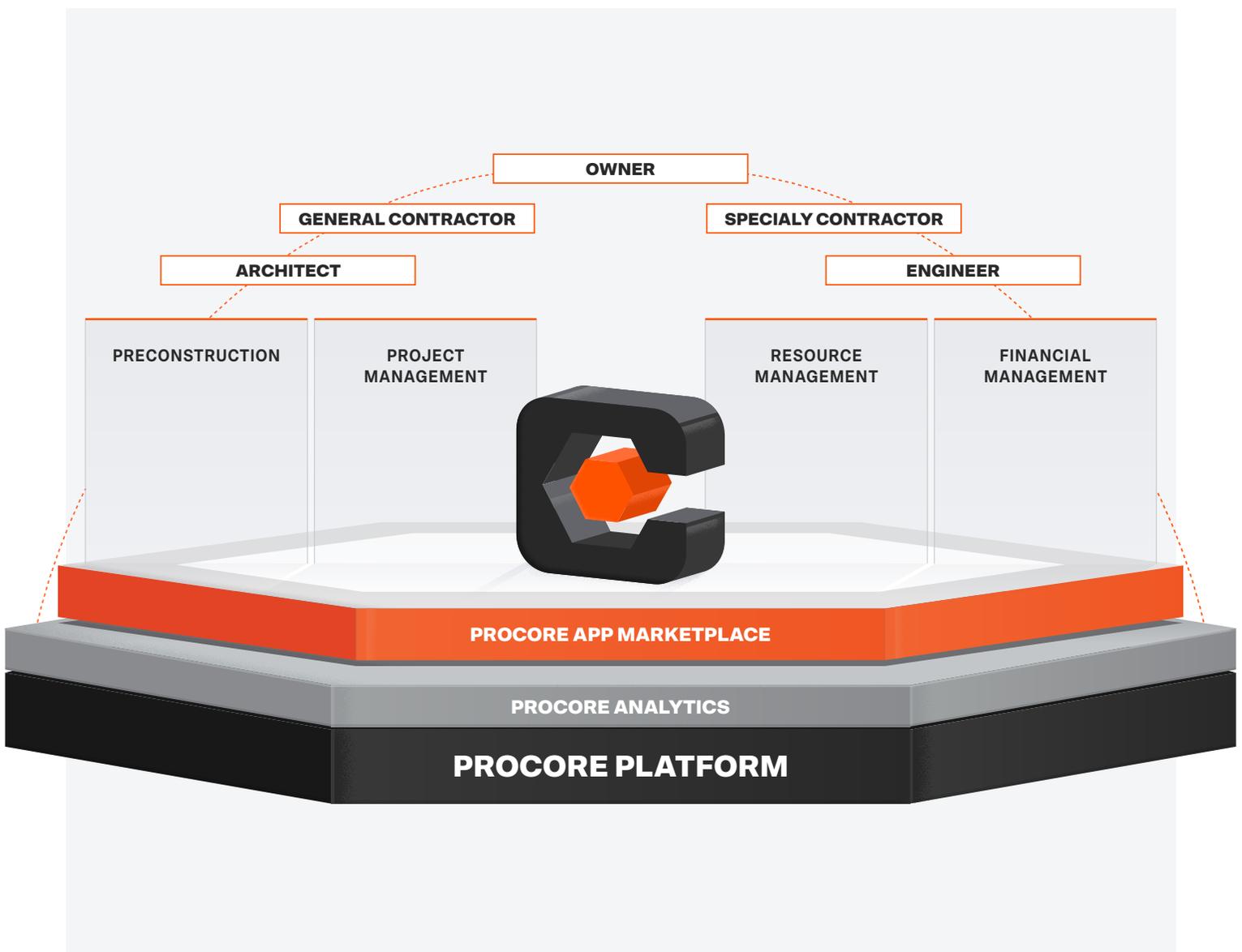
“The ROI for us is not only in dollars —which is significant just in the additional time people have now— but also in gaining new business. Clients use us specifically because they love the collaboration in Procore. They love that they can go in and answer RFIs, submittals, and schedules.”

ATHENA CHIERA, ATHENA ENGINEERING, INC.

Procore's mission is to connect everyone in construction on a global platform.

Whether your business operates in one location or many, ensuring all collaborators have one source of truth is vital.

Plus, as businesses rely more on remote communication, relying on manual processes is no longer enough. You need a system that provides all stakeholders, from the field laborer on the jobsite to the executive in the C-suite, with real-time information—helping ensure everyone stays on the same page from beginning to end.



Connect people and processes on a global platform.

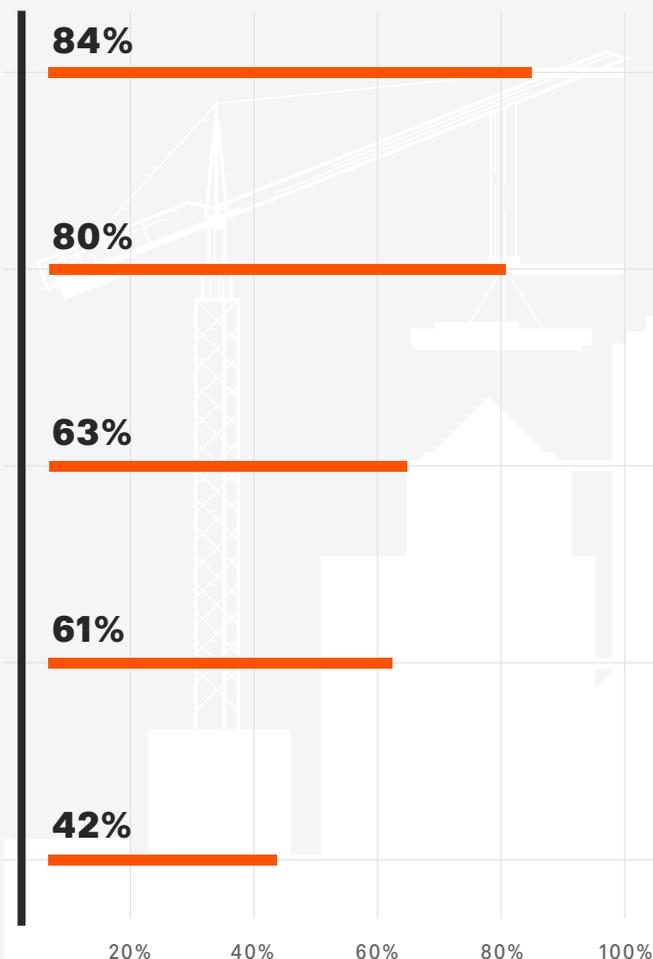
84% of participants said Procore gives them **better visibility** into the health of their projects.

8 out of 10 participants said Procore helps them **easily track labor productivity** in the field.

63% of participants said Procore helps field crews **better document site issues**.

61% of participants said Procore **improves communication** between the field and office.

42% of owners surveyed feel that stakeholders' **overall satisfaction improved** since adopting Procore.



86% of owners surveyed said Procore gives them better project visibility.



72% of specialty contractors surveyed said Procore improves field and office communication.

“We’re arming our field team with technology that helps support us in the office. Procore empowers our field team so they’re not just working for us, they’re leading us.”

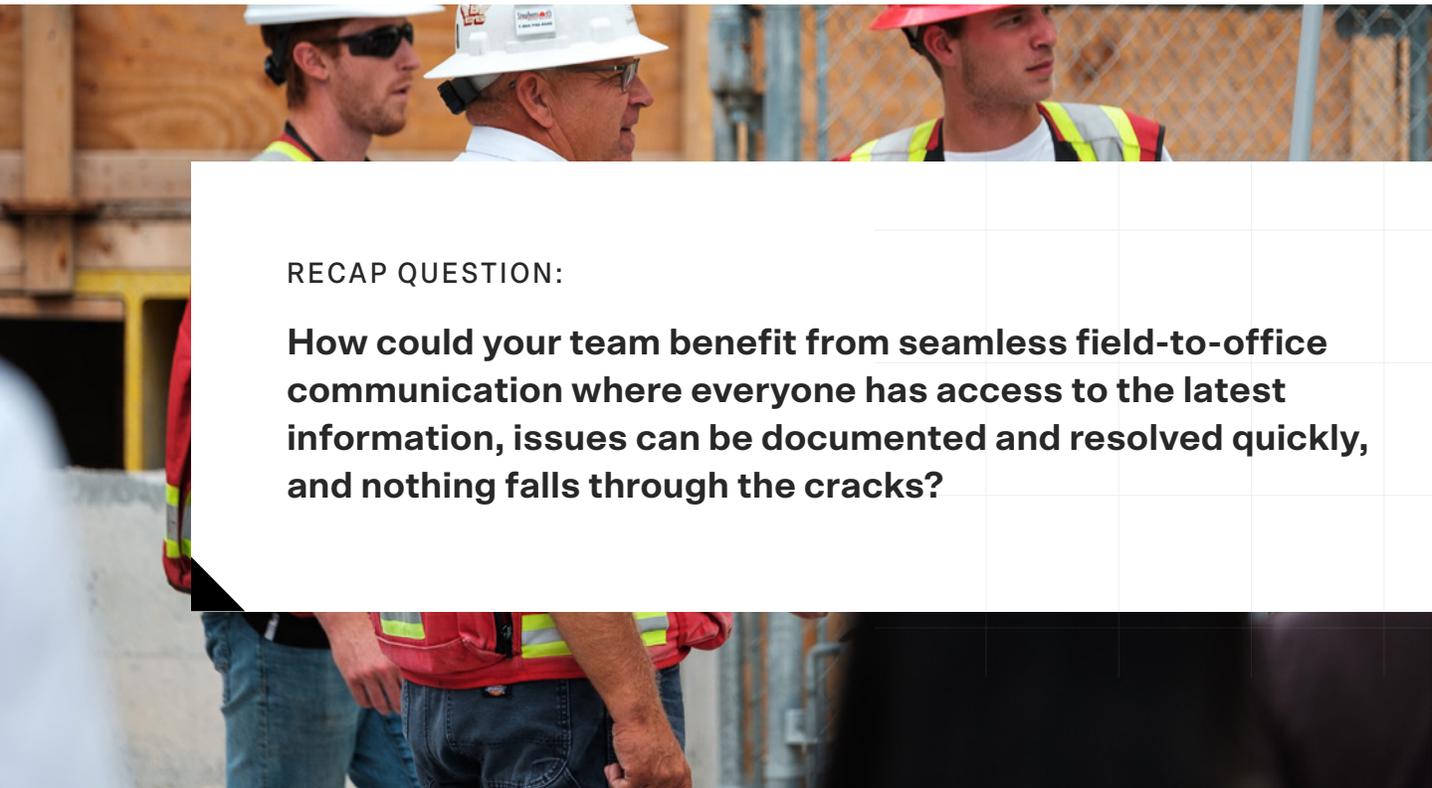
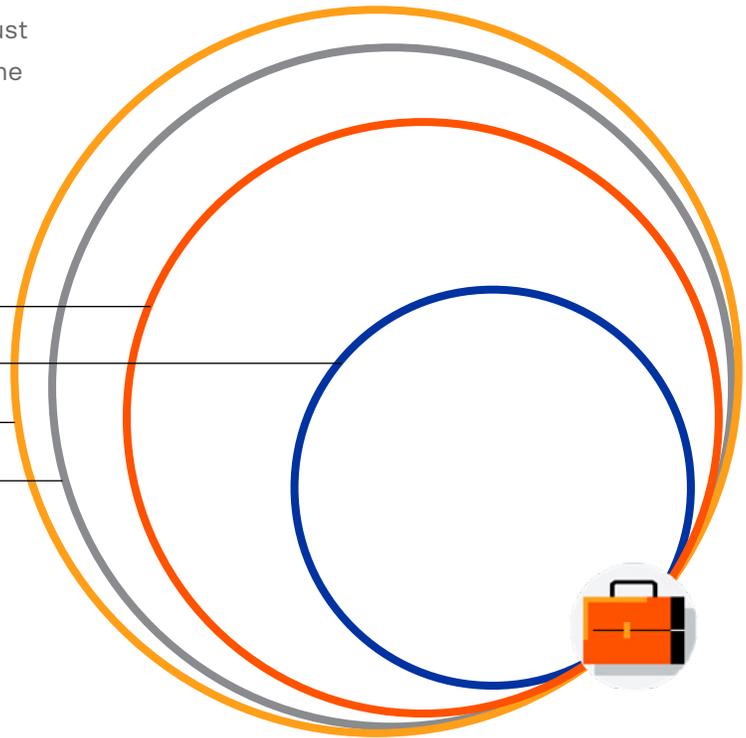
GABRIEL GUTIERREZ, DOLAN CONCRETE

Reduce Risk

Tracking and capturing data in Procore isn't just a way to keep all stakeholders up to date on the latest information. It can also help protect you in the long run.

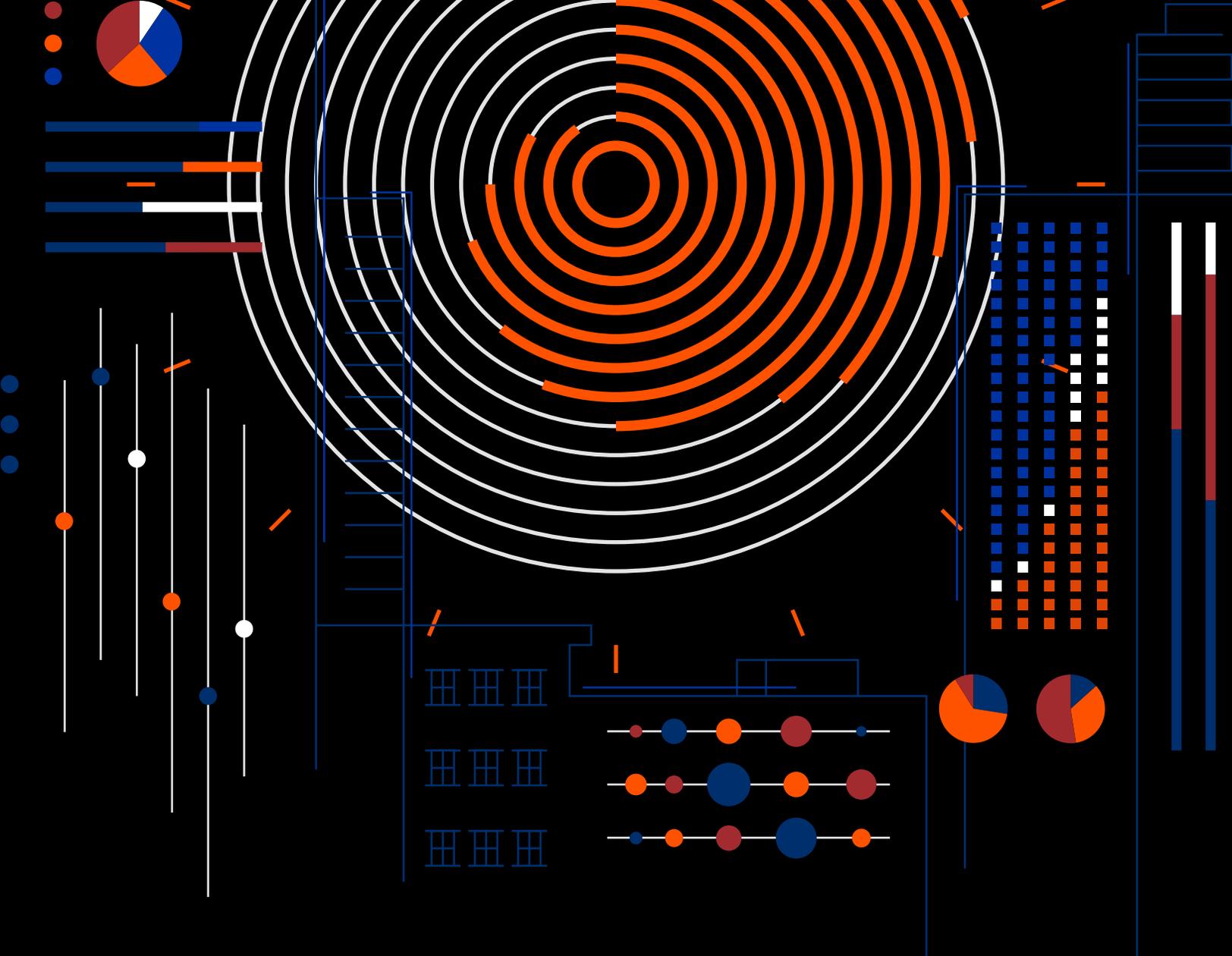
- All participants: **70%**
- Owners: **55%**
- General Contractors: **76%**
- Specialty Contractors: **74%**

70% of all participants said their company has more protection in a litigation scenario.



RECAP QUESTION:

How could your team benefit from seamless field-to-office communication where everyone has access to the latest information, issues can be documented and resolved quickly, and nothing falls through the cracks?



— CHAPTER 5

Gain a Competitive Edge

“It’s little quality-of-life things that honestly make the difference. It’s an enhancement for our ecosystem and for our partners. We provide this platform, and it enables them to work more effectively.”

ALAN LANDAU, ANANDA DEVELOPMENT

Providing employees with the tools they need to do their best work improves performance—and results in better business.

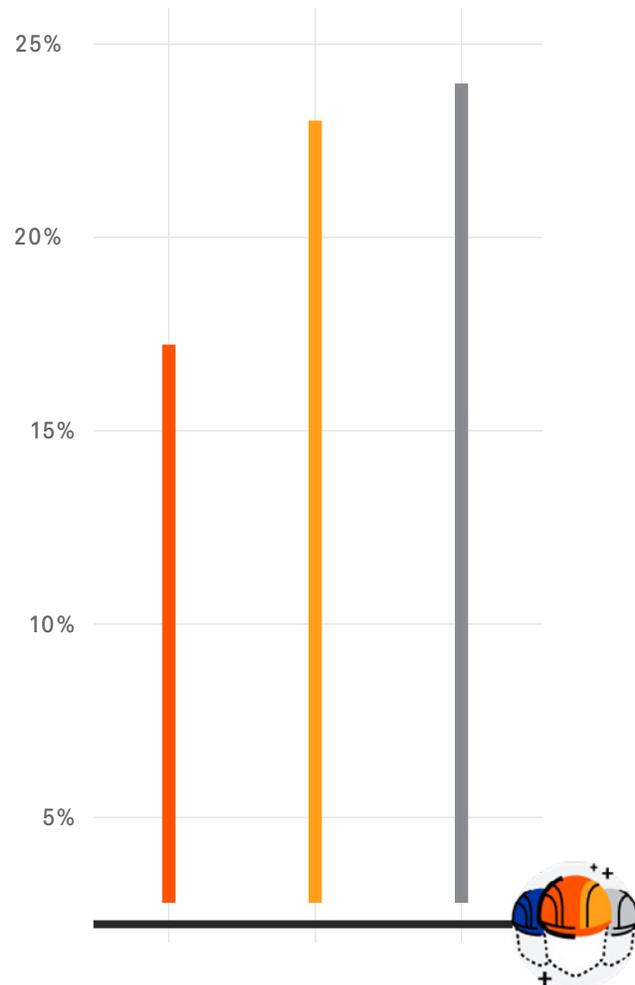
In today's market, competition for top talent is high, and you need something to set you apart. Offering a leading solution will not only help attract those candidates, but it will also be a key reason for them to stay. With greater efficiency and decreased turnover, you'll be able to boost employee morale and your bottom line.

RECRUIT TOP TALENT, FASTER

Customers surveyed, on average, say they are able to onboard new hires 17% faster since adopting Procore. This is especially true for large* general contractors and specialty contractors.

- All participants: **17%**
- Large General Contractors: **23%**
- Large Specialty Contractors: **24%**

**Large contractors are those with at least \$100 million in annual construction volume.*



RETAIN TOP TALENT

Employee turnover is expensive. In fact, the direct costs for replacing an employee can reach as high as **60%** of an employee's annual salary—with total costs associated with turnover ranging from 90% to 200%.

Nearly 1/3 of Procore's large general contractors say Procore helps them retain top talent.*

**Large contractors are those with at least \$100 million in annual construction volume.*

Protect profit margins

No matter your size and scale, Procore helps you manage your budget today so you can better plan for tomorrow.

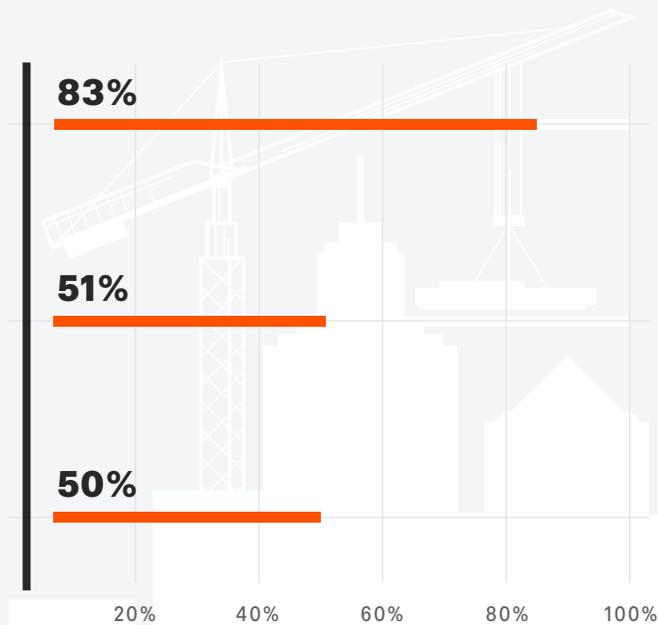
“We’ve quintupled in size income-wise. We’ve tripled in size manpower-wise. And our profitability is 15 times what it used to be. Procore has absolutely played a role in allowing us to scale.”

DAVE EDWARDS, PHD, EARTH BOUND HOMES

83% of users surveyed say they feel more confident in **meeting or exceeding their profit goals** with Procore.

51% of users surveyed say the Budget Tool has made **forecasts more accurate**.

50% of users surveyed say Procore **prevents overbilling** on projects.



55% of owners said the Budget Tool has made forecasts more accurate.

RECAP QUESTION:

What could you accomplish with a top tier team and higher profit margins?

“Procore is much more than just a technology tool.

I look at it as something that gives me and those connected to me an opportunity to live a more balanced life and to stay focused on what’s important to us.”

CHAD GREEN, BAUEN STUDIOS

Look Beyond the Bottom Line.

When thinking about ROI, numbers can serve as a useful framework to understand where and how your business can improve. Our customers have found Procore helps them:

- + Optimize people and processes
- + Get more done, faster
- + Maintain project consistency
- + Streamline communication
- + Gain a competitive edge

But we believe this all serves a larger purpose. Elevating your processes helps elevate your people, and that’s just better business. Consider asking yourself the following questions:

- + What could your staff do with the extra hours in their day if you eliminated low-value tasks like duplicate entry and tedious paperwork?

- + How could your team benefit from seamless field-to-office communication where everyone has access to the latest information, issues can be documented and resolved quickly, and nothing falls through the cracks?
- + What could you accomplish with a top tier team and higher profit margins?

But don’t take our word for it. [Schedule a consultation](#) today to see how connecting everyone on a global platform can help you build more collaborative teams, a stronger business, and better communities.

Produced by
PROCORE TECHNOLOGIES, INC.

Procore manages your projects, resources and financials from project planning to closeout. Our platform connects every project contributor to solutions we've built specifically for this industry—for the owner, for the GC, and for the specialty contractor. Our App Marketplace has over 150 partner solutions that integrate seamlessly with our platform, giving you the freedom to connect with what works best for you, even if we don't build it. The ability to easily communicate across disparate teams makes it easier to work together by eliminating silos and establishing a single source of truth. It's how Procore gives your team access to everything they need to know to get their job done.

If you have any questions, give
us a call at 866 477 6267

Or email us:
sales@procore.com

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