BQE CORE Case Study: NSDA Architects

Introduction

NSDA Architects is an award-winning firm focusing on affordable housing, community buildings, healthcare facilities, urban design, and large-scale master planning. With an eye on engaging with their community, indigenous groups, and local non-profits, NSDA Architects has served Vancouver, BC since 1976.

Leaving Deltek Ajera

Before finding BQE CORE, NSDA Architects were longtime users of Deltek Ajera. Despite the firm's best efforts, Deltek Ajera couldn't keep up with their needs.

Deltek Ajera's lack of product development and dated workflows left the firm's employees and partners unable to effectively utilize the software.

They struggled with frequent crashes, feeling under-trained, and trouble reaching support.

Necessary tasks like checking WIP, weekly reporting, and writing off hours were difficult because of siloed modules, endless pop-up windows, and the inability to see performance until end of month reviews.

These hurdles left project-level employees frustrated, relying on administrative employees for support, while partners struggled to stay in-the-know with limited insight into project data and performance.

Ultimately, the firm's partners decided to look for a new solution.

> *Prior to Core, the program was dated and would crash. It would be hard to navigate and get in touch with support for assistance.*

Finding BQE CORE

For their new software, NSDA Architects were looking for a clean, easy-to-use software with powerful reporting that could provide better access to KPIs like utilization and profit & loss.

After some research with their IT consultant, NSDA Architects set up initial meetings with several software companies before finding BQE CORE.

While the firm was unhappy with their current software, some members had concerns about switching from software they were familiar with. However, BQE CORE's approachable interface, focus on the architecture industry, and word of mouth recommendations from other firms in the area proved to be a winning combination.

BQE CORE vs Ajera

Now that they've settled in with CORE, NSDA Architects are finding it clean, accessible, and much easier to view project progress. With BQE CORE's easy-to-use dashboards, the firm has more control over who has access to project data and how that data appears on their screens. Partners and project managers are finding it much easier to navigate between projects and stay in the loop on performance.

On top of improved visibility into performance and project metrics, the firm is finding that BQE CORE has streamlined its invoicing process and significantly reduced the time and effort required to accomplish tasks like sending out invoices.

Lyndsay, Office Manager at NSDA Architects, noted that invoicing in Deltek Ajera was an arduous process with multiple difficult steps. Now, with BQE CORE, she's able to accomplish the same tasks in just two clicks.

Not only has BQE CORE been able to streamline existing processes and open the door for better project management with improved visibility, it's also helping plan future projects. A better understanding of performance and fees has led to a better understanding of how future projects should be set up and managed.

> *Ajera was so unclear on this, the partners had no access to see any of this information. And to find it was like a needle is a haystack, it took lots of time to truly understand certain reports*

> *I definitely believe that with the transition and moving over to CORE, we have been able to do things more timely, do things more easily and efficiently, and get the data better.*

Life With CORE

In addition to feeling more satisfied with the performance of their software, NSDA Architects also noticed an improved experience interacting with BQE's Support and Training teams, including an extremely positive experience with their Senior Implementation Specialist.

NSDA Architects enjoy the increased communication along with webinars tailored to all members of the firm.

Summary

NSDA Architects was able to successfully transition from Deltek Ajera to BQE CORE. They believe this switch has changed them from being reactive to proactive by improving the quality of their data, providing better insight into project progress across all levels of the firm, and streamlining administrative processes that were irritating and time-consuming with their old software. With this change, NSDA Architects are now able to spend less time focusing on managing their software, and more time serving the people of Vancouver.

One big thing is definitely customer service and they assistance that we needed. It's so easy to get in touch with you.

It's nice that that open communication is there.

The the webinars have been a huge help as well.With Ajera You never were able to do anything like that.They kind of it almost like they felt like they gave up on their customers