

# PLAN. DESIGN. BUILD. MANAGE.

## SUCCESS STORY

**Major West Coast Healthcare owner adopts dRofus to streamline design standards, project planning and communication with all stakeholders.**



- **STREAMLINE** the project validation process
- **CENTRALIZE** project information and design standards
- **CREATE** templates for entire building types
- **CONNECT** their design standards directly to the consultants' BIM tools
- **GENERATE** progress reports at any stage of the project

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**Director of Planning & Design,**  
West Coast Healthcare Client



## A Culture of Healthcare Innovation and Excellence

**With hundreds of locations across the USA**, this west coast not-for-profit healthcare organization has been helping and healing patients for several decades. The organization's culture of innovation and excellence in healthcare has seen its market presence and portfolio steadily grow over the years. Those same cultural traits have permeated into the way the organization plans and manages the expansion and upkeep of its facilities across the country.

## Information Was Scattered and Hard to Manage

Healthcare projects are among the most complex and data-intensive to manage. Despite having an extensive space program spreadsheet developed over many years, the planning and programming team was struggling to maintain their evolving standards and share them across all project stakeholders.

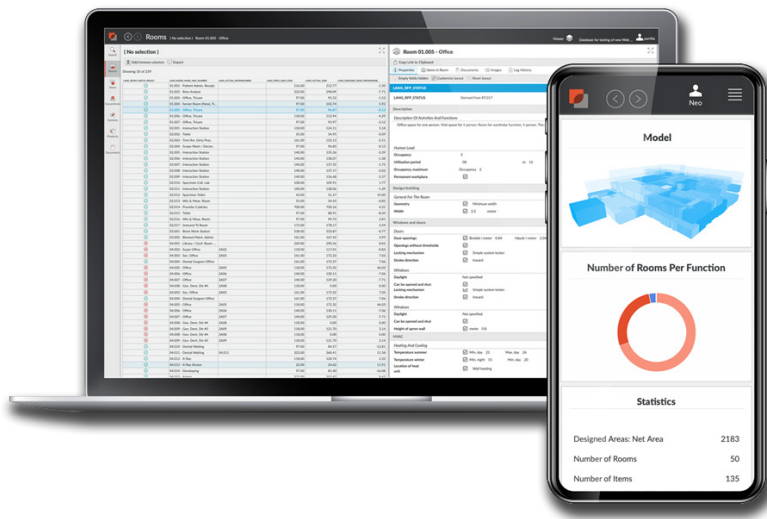
According to the Director of Planning and Design, *"There was a lot of copy-pasting back and forth between Excel, Revit, e-Builder, and several other applications. Information was scattered and hard to manage!"*. Manually checking design drawings took days or even weeks, and discrepancies were often missed. They recall one case where *"... the design consultant had hidden a few rows in the spreadsheet, throwing the whole space plan and program out of kilter until the cause of the error was identified"*.

The team also had little to no visibility into the design consultant's progress between milestone submissions. "Sharing our requirements with consultants was like throwing things over the fence," said the Principal Medical Planner. *"We didn't know if the design team truly understood our needs until it was almost too late. Getting progress updates was like pulling teeth."* The submission-feedback-resubmission workflow added several weeks to the overall design process and had the potential to delay entire projects.

## Breaking Down Information Silos

While the equipment planning team were the first to explore dRofus for their workflow, the space planning team quickly saw value in how dRofus centralized all the project information they were currently tracking in multiple tools. *"It's all connected now; it's great!"* says the Director of Planning and Design.

Working closely with the dRofus Customer Success team, it has taken some time to convert a complex mix of spreadsheets into a central set of design standards in dRofus, but the payoff has been rapid. The Director of Planning and Design, who has also worked on the design side of the industry, shared, *"Most design teams have already implemented dRofus for their own internal workflows, so they were fully onboard when we started requiring it for projects. Even those who haven't used it before quickly embrace the connection between our design standards and their BIM tools."*



*"The fact that our requirements connect directly to the design teams' BIM tools means they don't have to plow through pages of room data documents to find information. It's all there as soon as they connect their model to our project."*

**Principal Medical Planner,**  
West Coast Healthcare Client

## Eliminating Weeks from a Project

*"The clearest benefit we have seen is in the Plan-to-Actual validation process. Before dRofus, each design submission would take us several days to validate and then provide feedback. The design team would then make changes and resubmit for review. This cycle took weeks, but that has been eliminated thanks to the real-time feedback we all get with dRofus."* The planning team can now pull progress reports at any stage of the process to ensure projects are on track.

Another benefit, according to the Principal Medical Planner, is the ease of sharing information with the design team. *"The fact that our requirements connect directly to the design teams' BIM tools means they don't have to plow through pages of room data documents to find information. It's all there as soon as they connect their model to our project."*

Design consultants have embraced the move to dRofus due to the project-specific training they receive as part of the agreement. *"Any apprehension quickly dissolves as they see how efficient it is to connect their tools to our project and how easy it is to access and add relevant information."* says the Director of Planning and Design.

## And We've Only Just Begun ...

While the space planning team is up and running with the software, dRofus is working closely with other teams on a range of integrations that will allow departments like Medical Equipment Planning, Interior Design and even IT/AV to leverage the centralized information source that is core to the dRofus solution. *"When those integrations go live, pretty much every building and/or equipment project will be run through dRofus."*

The client recognizes that the value of all this data extends beyond the planning and construction phases. Digital Twins are being touted as a means of leveraging project data to improve the ongoing management and operation of built assets. dRofus will continue to work with the client to build integrations and workflows that assist FM teams in achieving that goal.

## ABOUT DROFUS

The leading planning and data management solution for the global building industry. dRofus is a unique planning, data management and BIM collaboration tool that provides all stakeholders with comprehensive workflow support and access to building information throughout the building lifecycle. We are committed to Open BIM and as part of the Nemetschek Group, our aim is to deliver the best possible, most innovative and most successful AECO software solutions.

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