

## Customer Case Study



### HERMAN GOLDNER CO., INC.

MECHANICAL CONSTRUCTION & SERVICE

*Since 1887*

Herman Goldner Co, Inc. is a mechanical construction and service firm that has been in business since 1887. With over 125 years serving the Philadelphia metropolitan area, they have demonstrated that a combination of quality craftsmanship and emphasis on the customer is key to long-term success. As a leader in mechanical services to commercial, industrial, pharmaceutical and health care facilities of all types and sizes, they provide:

- Mechanical services
- Specialized services
- Mechanical construction
- Plumbing
- Sanitary process piping
- Building automation systems

*Herman Goldner wanted to find a system that would help it keep up with the times in a very competitive environment. The company created a partnership with WennSoft and because of that partnership, Herman Goldner has seen steady growth, with much of the reason pointing to the Signature solution suite they put in place. Herman Goldner remains a big WennSoft supporter, citing the willingness to incorporate customer feedback into Signature, as well as excellent support, as key factors in keeping the partnership going strong.*

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- Tony Le, system administrator

Herman Goldner Company, Inc, based in Philadelphia, has been serving customers for more than 125 years. Herman Goldner provides mechanical construction services and maintenance to commercial, industrial, pharmaceutical and healthcare companies. Goldner assists with everything from preplanning to installation and commissioning to post-construction preventive maintenance and contract repairs.

“Historically, we have grown and adapted with the times,” said Tony Le, Goldner’s system administrator. “There was a time when we did most everything by hand. Now, we have migrated in the past 15 years to being almost a paperless environment. As an organization we feel that technology is the force for change.”

WennSoft became part of that “force for change” in 1998 when Herman Goldner shifted from a UNIX-based in-house system and first signed on to implement the Signature Job Cost and Service Management solutions.

Since then, WennSoft has worked with Goldner staff to address the company’s changing needs in a competitive environment. The partnership has worked, as Goldner cites annual revenue figures of over \$80 million and a staff of 250 employees.

“The service product was one of the main reasons we even shopped WennSoft,” said Le. “Having the ability to quantify and calculate percentage of completion for larger projects and then turn around and also handle the light jobs was important.

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### The Solution

Today, fourth-generation Goldner family members serve the company at the highest levels and on the Board of Directors. Like any successful

company, Goldner is constantly in search of new revenue paths. One such path was forged in 2005, with a strong entry into residential HVAC and plumbing work, including high-end condominiums and luxury townhomes.

"We grew extensively on both the job and service sides," Le said. "It was a move away from large, multi-year construction jobs and toward shorter term, high profitability contract work. It worked in our favor to get in and out of a job sooner."

As a result, Goldner has WennSoft's Signature Job Cost in place today, tracking up to 600 open jobs at a time. While Le does not yet claim to be an expert on installing the periodic upgrades to the Signature solutions, he knows Goldner has realized the benefits that come from working with a solution over a number of years.

"Upgrades happen more efficiently and are timelier than when we started out," Le said. "Our upgrades are scheduled, and the time from planning the upgrade until we 'go live' has dropped from six months to about 20 hours. That's great! It lowers our costs and puts decisions in our hands to become more self-sufficient."

Le is quick to praise the efforts of the WennSoft support team. "The support has been fabulous," he said. "We use tech support all the time developing new ways of doing things, including personalizing the solution for Herman Goldner during and after upgrades."

#### The Benefits

Goldner has also benefited from Le's attendance at every WennSoft users group meeting since its inception. The annual Synergy customer conference

now attracts more than 300 customers and partners.

"If I walk away from Synergy each year with one new idea or one new contact, I have had a successful event," Le said. "Information sharing is part of the event, as is networking, but to know our decisions are being heard and put into action is very reassuring."

**"We are probably one of their most loyal customers. Through the years, WennSoft has supported us from initial implementation to periodic upgrades. They have always had people available to assist us in support issues. Not only were they available but they gave us extra help on weekends and late nights."**

- Tony Le, system administrator



## About WennSoft

With over 25 years of industry expertise, WennSoft is an innovator in the field service, construction and building intelligence markets. Originally developed by a commercial/industrial mechanical contractor, our Signature solution provides field service enablement, job costing and equipment rental solutions while our Building Optimization Broker (BOB) monitors facilities' health. Over 600 clients turn to WennSoft, not only for our industry expertise, but also for the knowledge extended by our professional services and customer-centric teams to simplify complex business problems. For more information on WennSoft, please visit us at [www.wennsoft.com](http://www.wennsoft.com).

**WennSoft**

Purpose Built Solutions for the Skilled Trades