



Keeping clients up-to-date

By Jonathan Sweet, Senior Editor

Working primarily on vacation homes means Sawbucks Contracting deals mostly with absentee owners.

The majority of the Ocean Grove, N.J., company's clients live in north New Jersey or New York City but still want to be kept up-to-date on project progress. So using FastTrack Schedule, a computer scheduling program, Sawbucks developed a process to keep the client informed. At the preconstruction meeting where the project transfers from the estimator to the project manager, Sawbucks gives the client a calendar that details the entire process, including scheduled payments.

"Clients are surprised that we're so open about the process," says company co-owner Susan Solebello. "They love it because they can see just how the project is going to progress."

Sawbucks developed the process about a year ago by adapting the FastTrack software it was using for its internal scheduling. The project manager updates the calendar daily, and Sawbucks e-mails updated calendars to clients every Friday after the company's weekly production meeting.

Sawbucks provides a paper copy for clients who don't use e-mail.

"They can look at it and communicate with us if they see any problems," Solebello says.