

C.P. Morgan

Indianapolis, IN - This national home builder serves several metropolitan markets around the country. C.P. Morgan is able to deliver “More Value for the Money” by leveraging technology to keep costs as low as possible. Highly automated processes, information capture and retrieval enable continuous improvement of processes based on accurate information, metrics and benchmarking.

C.P. Morgan project managers agree their relationship with Guilford Group has been extremely beneficial, “Guilford Group has built numerous systems for us over the years that help us to more effectively run our business.

Often times we prefer to have Guilford Group build exactly what we need so our people don’t have to sift through screen after screen to get what they want as they would with off-the-shelf software. In addition, there are no maintenance fees, no need to hire and train our own technical or internal development team. We just tell Guilford Group



what we need and the make it for us. It has gotten to be just about that simple over the years.”

The Viper System

One solution developed by Guilford Group for C.P. Morgan is the Viper scheduling system which manages over 800 contractors and vendors in multiple developments. The Viper system enables contractors a detailed timeline of scheduled tasks, and the ability to interact with satellite offices via PDA. The system captures any delays, the reason for the delay, and new target dates. The system automatically reschedules related task, and notes any conditions or exceptions that do not meet service level commitments. Field Construction Managers are kept up to date via wireless technology. This same technology makes it possible for staff to work anywhere, from any location.

Customer Satisfaction

Customer Satisfaction has always played a vital role in the success of C.P. Morgan, which relies on a system developed by Guilford Group that captures and manages the customer survey process. Nothing is omitted or left to chance. The Customer Satisfaction system allows directors and executives detailed information and tracking of customer comments and concerns recorded during the survey process.

Quality Control

The quality control process developed by Guilford Group enables construction managers to monitor inspection, warranty and walk-through tasks via remote which can also be used to schedule follow up activities in real time.