

# FoamBuilt Case Study

*“Think Green from the Ground Up”*

## THE CUSTOMER

FoamBuilt, LLC specializes in super-efficient building envelopes, a foundational aspect of Green Building. As a means to make a building more energy-efficient, safer, healthier, quieter, stronger and more environmentally sound, FoamBuilt sells and installs foam-based panelized wall systems, as well as spray polyurethane foam insulation.

## THE CHALLENGE

### *A Complete Virtual Office*

As a geographically diverse workforce, spread across three counties, FoamBuilt maintains a remote office environment with no central location. Therefore, a cost-effective means to manage access to shared files and communicate on various levels and from multiple locations is essential to maintaining a sound and manageable structure within their organization.

The nature of the FoamBuilt business requires shared documents across multiple locations and a means to maintain and update a central calendar system. In addition, as an organization that relies heavily on email communication, FoamBuilt would require a system with an integrated email component.

## THE JOURNEY

### *The Existing Installed Solution*

Prior to HyperOffice, FoamBuilt was using an MS Exchange server to manage calendars and email, in addition, people were logging into the server to access company files. Maintaining this structure was problematic and expensive, because of frequent maintenance and updates required for the hardware to run efficiently.

Without a full-time IT staff at hand, maintaining and updating the Exchange server hardware and ensuring server uptime became a

concern. The issue this presented became most apparent when their servers were down for a period during normal business hours and directly affecting operations that may have cost the company a key contract.

### *Cost of Exchange*

In reevaluating their current collaborative solution, budget was a major factor. It was basically a matter of spending \$6,000.00 to upgrade their outdated MS Exchange server hardware and software or finding a solution that is more cost effective. Through research, we found that we could accomplish the same functionality and much more with HyperOffice, for a fraction of the cost.

## THE DISCOVERY

To oversee the reevaluation of their collaborative solution, their IT consultant, Conrad Smith suggested taking a look into the web-based “Exchange Alternative” market as a means to save on IT costs while benefiting from some of the additional features the hosted collaboration market has to offer.

### *The Hosted Collaboration Marketplace*

An evaluation of a number of the leading collaborative products was initiated. The primary factor that prompted a closer look at HyperOffice was the ease of use and simplicity of the set-up process- this immediately set HyperOffice apart from the competition. Once a 30-day trial was initiated, the evaluating team at FoamBuilt was able to get a closer look at the true functionality of HyperOffice’s offering and directly apply it to their previous exchange environment.

“HyperOffice provided great support with their free trial of the program, and got me up to speed quickly with the assistance of their support team to answer any questions I had during the process. “

Danny Small  
President of FoamBuilt

## THE SOLUTION

### *Exchange and More*

All of the desired functionality existed within HyperOffice, such as the document repository, exchange email functionality and the shared

calendar systems. In addition, HyperOffice expanded on many of these functions in ways that FoamBuilt did not know possible; for instance, the document repository held a version control system that allowed for multiple versions of a single document and a calendar system with a multiple group overlay function.

### *A “Killer Application”*

As Danny Small, President of FoamBuilt mentioned, the “Killer Application” for us was HyperDrive. HyperDrive allows you to work with documents that exist in your HyperOffice portal as if they are local to your computer, providing the ability to drag and drop files as well as open and save documents directly to the HyperOffice server through a folder that exists as if it is local to the user’s machine. The most important functionality required by FoamBuilt was shared access to thousands of company files, and HyperDrive made this incredibly easy to do.

### *A Clearer Vision*

As FoamBuilt began to decide that HyperOffice was the best fit for their organization, Danny Small took a look at some of the features that they did not approach previously within the HyperOffice offering. Digging a bit deeper, the ability to fully-customize the homepages as a means to influence user navigation and create an easy to use structure for their portal was a huge plus. This approach helped FoamBuilt redesign their internal processes and prompted them to take a closer look at HyperOffice as a total collaborative suite, taking into account the project management aspect with Gantt charts and the ability to interlink different aspects of the product.

“It quickly became clear that HyperOffice offered all the functionality we required, plus a lot more, all without the drawbacks of the previous system. It just made sense.”

Danny Small  
President of FoamBuilt

## THE IMPLEMENTATION

### *Multiple User and Group Levels*

The structure of the portal was designated by department and permission levels were set at the group level as well as the individual user level. For instance, within a certain group the administrator and other individuals

have access to a secured document folder containing sensitive information, while the other members of the group do not even know that it exists. In a similar capacity, certain groups are designated for only a handful of personnel and unknown to others.

#### Seamless Outlook Integration

When FoamBuilt discovered that HyperOffice could sync with Outlook, they realized that the implementation of HyperOffice could be much more transparent than initially expected. A number of FoamBuilt employees were resistant to change and felt that if they were to continue using Outlook, they would be more productive. With HyperShare, Danny Small realized he was able to have the best of both worlds, the Outlook users could maintain their current system while reaping the enhanced functionality of the HyperOffice portal as an intranet solution. This had a direct effect on morale and productivity.

## THE RESULTS

“We use HyperOffice as our central hub for communication and storage/collaboration on files and documents. Instead of emailing files back and forth, now we just save them to the HyperDrive, and notify the person that it’s there for their reference. This also allows multiple people to make changes to the same document. How it affected the internal processes/communication within your organization. Communication is much smoother now. And we love the fact that we can access files from anywhere in the world from a web-connected computer. This alone has helped us out of a lot of tight spots.”

Danny Small  
President of FoamBuilt

#### A “Green” Future

After over a year with HyperOffice, FoamBuilt is beginning to dig deeper into the advanced features of HyperOffice such as the “Sharepoint Alternative” aspects of the product as a means to enhance the way information is presented dynamically and create a client portal to enhance their client communication in conjunction with the HyperMeeting product.