

## BHI Case Study

### Quick Facts

#### Industry

Industrial Services

#### Company Overview

#### Previous System

Paper

#### Customer Size

6,500+ employees

#### Corporate Headquarters

Weymouth, MA

#### Solution

Microsoft Dynamics 365 Finance & Operations

PLUS CEM's add-on modules for:

- Human Resources
- Union Payroll
- Construction-specific add-modules:
  - Advanced Project Management
  - Construction Equipment Management
  - Sub-contractor Management
  - Daily Log

#### Background

BHI Energy is an industry-leading full-service provider of specialty services and staffing solutions to the industrial/oil & gas, power generation, and transmission & distribution markets. For the last forty years, BHI has offered its customers comprehensive services to better manage and service their operating assets.

Consistently ranked among the “Largest Staffing Firms in the US” and the “Largest Staffing Engineering Firms in the US”, BHI Energy focuses on all facets of Power Generation through the entire electrical delivery system.

#### Recognizing a problem

Processing office-related tasks can be a huge undertaking. Processing these tasks manually for one of the largest staffing firms in the U.S. proved to be a huge headache for BHI Energy.

As an industry-leader with more than 6,500 employees, BHI Energy manages 200+ different trade unions. Due to the high-volume of different staffing needs, BHI's back-end processes are naturally complex and time-consuming. While BHI Energy offers comprehensive solutions for its customers, many of the company's office-related tasks (scheduling, billing, invoicing, ordering, AP/AR, onboarding, payroll) were still entered manually, overwhelming the company with redundancies.

Like many large engineering and construction companies, BHI Energy was facing challenges hiring, training and onboarding union and non-union employees efficiently while navigating significant seasonal staffing fluctuations. This often led to delays in paying its employees. BHI Energy's challenges also impacted its customers, as clients often received multiple invoices for the same work.

### **CEM to the rescue**

BHI Energy was looking for an automated and less time-intensive solution for onboarding and payroll – a system that would constantly look ahead and plan for certification expirations, while paying people, both union and non-union paid on time. They were also looking for a standardized invoicing system.

After researching enterprise solutions and hearing from references who achieved success with CEM, BHI Energy worked with CEM Business Solutions to make the transition. Although BHI Energy initially was looking at CEM's independent Union Payroll solution, it soon became clear that they could gain even more of a competitive edge by integrating several business systems through CEM's Microsoft Dynamics 365 Finance & Operations ERP software platform.

BHI Energy also added several of CEM's customized add-on modules, specifically project and construction solutions, that fit in perfectly with their core business.

Ultimately, BHI Energy found a long-term, trustworthy partner to implement industry best practices methods that unify and automate its business by connecting people, processes and data.