

# Springpoint Group cut billing admin by 75%

Two full-time roles spent every billing week chasing invoices through email and re-keying them into Procore. After moving to inBuild, the same work takes about a quarter of the time, and the team's attention has moved from data entry to reviewing the numbers.

## 75%

Less time on billing administration each month

## 80%

Of the invoice admin workload now handled by inBuild

## 0

Overtime billing hours since starting inBuild

## BEFORE INBUILD

### A mad rush every billing week

Every invoice on every Springpoint Group project had to be reviewed by hand, entered into Procore, and filed to the right commitment and folder. With tight client deadlines, the work compressed into a frantic stretch at the start of each month.

Getting a document into the right hands was its own job. Follow-up happened over email (*"hey, do we have the architect's invoice yet?"*), and wires crossed whenever two people touched the same project.

GC pay applications were the worst of it. A single typo during entry surfaced a month later, forcing the team to delete and re-enter the invoice from scratch. One mistake on a pay app could take another thirty minutes to fix.



**Springpoint Group**  
Owner's representation

#### AT A GLANCE

Interviewed

**Jonny Park**

Systems

**Procore + inBuild**

Documents

**GC pay applications, architect and consultant invoices**

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Every invoice for every project had to be manually reviewed and entered into Procore and put in the right folders. It was pretty laborious. We have quick turnaround times, so it was always a mad rush for billing weeks.

Jonny Park · Springpoint Group

## THE DECISION

# Stop quarterbacking invoices

What pushed Springpoint Group to look for a system wasn't the cost of the work. It was leadership time. Jonny Park kept getting pulled in to untangle mis-entries and track down where a given invoice was sitting.

"I was tired of having to step in and help people through mis-entries, or quarterback where an invoice is at. It was kind of a protecting-my-time thing."

On why they moved

"We've done a lot of software implementations, and you guys knocked it out of the park compared to other ones. Relative to onboarding Procore, it's night and day."

On onboarding

## THE PROCESS TODAY

# Billing that doesn't need managing

01

### Everything goes to one inbox

Vendors keep submitting to the Springpoint Group billing address, which syncs straight into inBuild.

02

### inBuild routes it

Each invoice is extracted, matched to the project and commitment, and sent to the right reviewer automatically.

03

### The team reviews, not re-keys

Reviewers check the extraction, confirm the billing against the contract and site progress, and approve.

## THE UNPLANNED WIN

### One way of working in Procore

Because inBuild reads Procore commitments to route and code invoices, Springpoint had to tighten how projects are set up, a benefit Jonny hadn't anticipated.

"Before, everybody was doing it their own way. Someone working across multiple projects might have to change their workflow project to project. It's helped us standardize."

## WHAT THE TEAM SAYS

### Billing week stopped being a black hole

Changing a core workflow is a headache for any team. Once the Springpoint staff were setup, the reaction was consistent.

"It's not like, 'oh, I have all my billing to do and can't talk to anybody for a week.' It's allowed people to be a lot more efficient with their time."

"inBuild covers about 80% of the admin side of things, letting our team focus on the critical thinking part of managing all the financials."