

Customer Success Story

Process Improvement Analysis
Custom Training & Mentoring



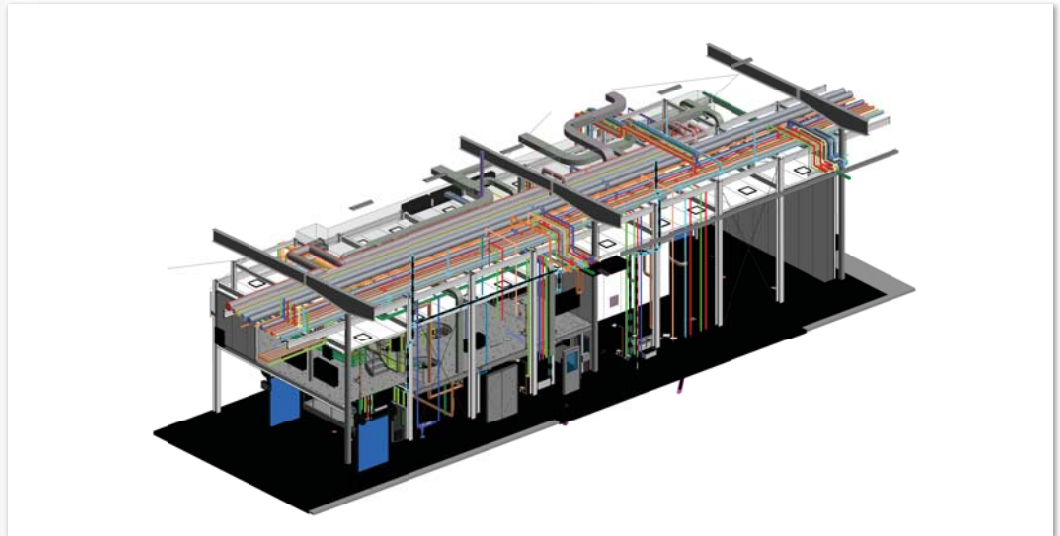
HIXSON
ARCHITECTURE ENGINEERING INTERIORS

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Improving Efficiency through Transition and Development

Hixson, Inc. transitions from AutoCAD® to Autodesk Revit® to improve internal efficiency.



Project perspective : Utility coordination

Company Overview

Hixson Architecture, Engineering, Interiors has been doing business throughout North America, since its establishment in 1948 by structural engineer, Lewis Hixson. Hixson is a proven leader throughout the industry with a unique combination of insight, client advocacy, and intelligent project execution, helping clients drive successful capital projects up to \$400 million.

“One good deed deserves another” isn’t just a saying at Hixson. They invest in continual professional development internally, in order to provide the highest level of customer service. Hixson’s Director of Operations & Technology, Bill Wiseman shared, “investing in the development of our associates allows us to provide a high level of service to our clients, and to keep and retain those clients.”

Hixson continuously strives to balance the firm’s focus through four defined business units. They offer full-service design capabilities focused on Food & Beverage, Retail, Corporate Office, and

Research & Development Facilities. The ability to take a project from concept to completion throughout the entire design process, whether it’s a classic architecture & engineering project, cost estimating, project management, or more, is what sets Hixson apart from its competition. They pride themselves on having one firm, in one location, to provide clients with the complete design package.

Business Goals & Objectives

Hixson is no stranger to software adoption and innovation. As a leader in the adoption of AutoCAD in 1983, they have continued to grow, developing over 16 in-house capabilities, from Architecture to Automation, Fire Protection to Refrigeration Engineering, etc.

Engaging in the adoption of Revit in 2011, they were confronted with improving internal efficiency across all disciplines. Hixson continually struggled with getting over the efficiency hump in transitioning from AutoCAD to Revit, in particular with MEP projects. “We knew we could get better”, Bill stated.

They realized they were poised for internal development, in order to meet the rising AEC industry trends head-on with enhanced 3D client visualization, digitization of as-builts through point cloud data, increasing BIM standards, and working/modeling in a variety of third party software.

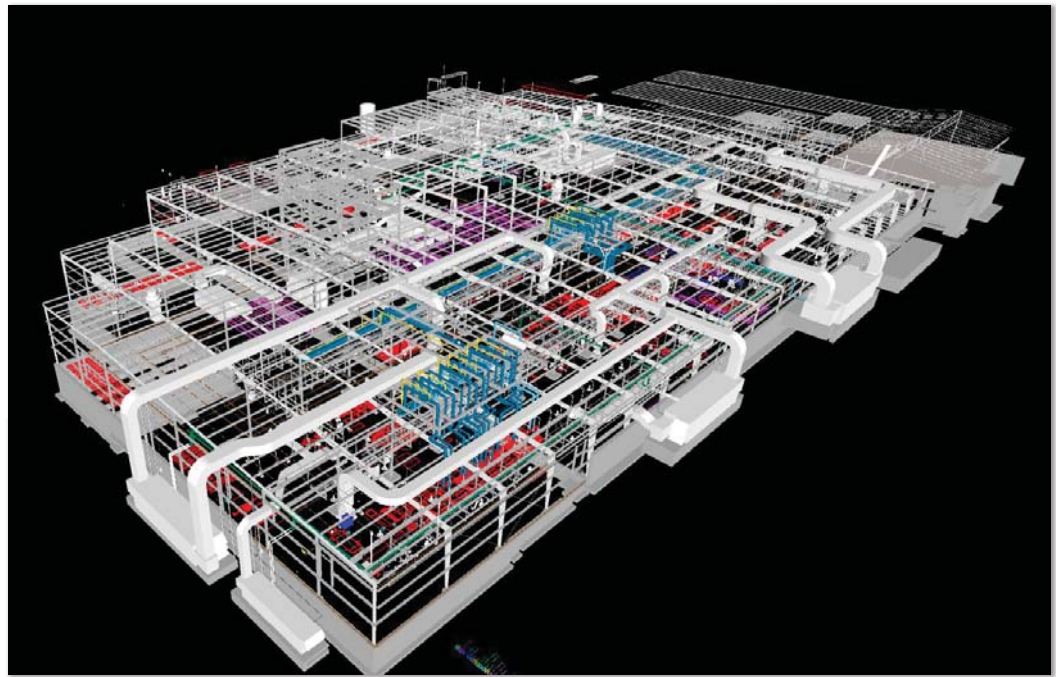
Hixson identified target goals for improvement to manage these growing trends. Increasing efficiency through successful Revit implementation, utilizing the visualization tools within their current software suite, managing data across multiple software platforms, and capturing the information in BIM, were at the top of their list. After becoming clear on the workflow challenges and goals to achieve a successful transition, Hixson was ready to embark on a Process Improvement Analysis with Advanced Solutions.

Business Solutions

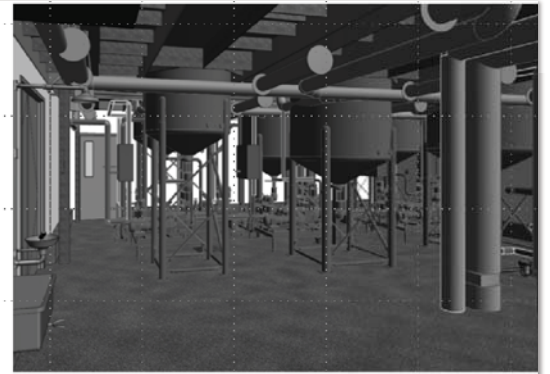
Advanced Solutions started by connecting Hixson with Architectural Engineer and BIM Integration Specialist, Adrianna Schneider. They discussed the challenges of their current transition and the need to alleviate the resistance to changing design platforms.

After a few visits with the team, Adrianna was able to connect the dots, listen to what associates were saying, and understand the pain points in the current process. The Advanced Solutions team recommended taking a holistic approach, looking at the entire design process, instead of just one issue. That's when Hixson decided to take a step back and embark on an extensive Process Improvement Analysis (PIA).

Fortunately, Hixson had already discussed and explored internal process flow maps, and quickly realized the distinct advantage of having a third party, outside point-of-view with the expertise of Adrianna working for them. Her connection with the team and understanding of the MEP industry created the level of trust and respect



Building Systems : Structural/Mechanical



Platform : Installation photo & model view

needed for open communication and personal exploration with all associates.

They began the "deep dive" into their current process by creating focus groups within each department to pinpoint specifically how they were performing each task throughout each project. The associates were open and honest during the discussions, which spanned over 3-4 months. These candid conversations enabled Advanced Solutions to compile valuable information used to create a strategy for improvement. The meetings elevated the importance of improvement and gave each employee a sense of responsibility and a reason to jump into the transition to 3D modeling.

The Advanced Solutions PIA defined specific business outcomes, identified

metrics, and developed a roadmap for implementing process change with Hixson employees, while facilitating the adoption of Revit within the organization. Advanced Solutions provided Hixson with the answer to the question, "How do we get to where we need to be from where we are?"

Having an outside consultant immerse herself into their business processes, gave Hixson a clear, unbiased understanding of their challenges with tangible solutions to reaching their goals. Instead of implementing one internal change at a time, Hixson jumped into the improvement strategy with both feet in September 2014. They took a straight forward approach to implementing 3D modeling, as well as providing clients with enhanced visualization of their projects.



Utility routing

Results, Benefits, and Final Thoughts

The improvement strategy, provided by Advanced Solutions, gave Hixson associates the ability to advance from “Level 1” in Revit adoption to “Level 5” in Revit efficiency. This complete cultural shift created an opportunity for change with the realization that improvement and enhancement of the design process is a true benefit for associates at all levels of the company. Working with Adrianna and the Advanced Solutions team became a pivotal moment of change for Hixson, giving them the push needed to take a quantum leap into the future.

Since going through the Process Improvement Analysis, receiving an unbiased assessment of their business processes, and implementing a comprehensive strategic plan for the future, Hixson has developed a valuable partnership with Advanced Solutions. “You can fall back on your old ways real easily, if you’re not careful,” Bill stated, but he continued with, “We want to keep getting better, and I think having some continued monitoring would be helpful... We’d be silly to not use the resources (at Advanced Solutions) to help us chart the future.”