

# Tellepsen



Houston-based construction company uses the power of Dropbox Business to transform job sites and streamline IT

 **540**  
users on Dropbox

 **95k**  
file edits made per month

 **2k+**  
hours of productivity  
gained per year

## About Tellepsen

Perhaps no company has left its fingerprint on more of Houston, Texas than Tellepsen. Over the past century, Tellepsen has become a cornerstone of the city's development, completing notable projects such as Texas

Children's Hospital and Lakewood Church, the country's second largest Christian worship center. The company, originally founded by Tom Tellepsen in 1909, will enter its fourth generation of family ownership in 2018.



Closely working with clients, architects, subcontractors and other partners is key to Tellepsen's success. That is why IT Director Lee Nugent began the search for a new collaboration platform when the company's previous solution presented barriers to simple external

sharing. A strong factor in his decision to choose Dropbox Business was the discovery of an internal team that had already started solving some of the company's challenges on its own using Dropbox.

# Spotlight On: Project Managers

Tellepsen’s 30 project managers are the driving force behind the company’s work, which can include over 30 ongoing projects at a single time. These teams are on remote sites full time managing budgets, schedules, subcontracts, billings, and contract documents, so it is critical they be productive and mobile.

## Before Dropbox

For years, project managers and field staff relied on file servers and VPN to power onsite collaboration. This created challenges including:

**Difficulty sharing:** Sharing large files with subcontractors was impossible over e-mail and “almost as painful” with FTP

**Poor file access:** On-site internet and hotspots are often unreliable, creating poor access to the server and occasional server downtime

**Restricted mobility:** Project managers complained about having to constantly return to their workstations to consult building plans saved to the company’s server

**Version control:** Poor connectivity caused project managers to save files locally for easy access, leading to the creation of several versions across users

## With Dropbox

In 2015, Lee deployed Dropbox across the entire company, enabling enhanced remote access and simpler collaboration

→ Project managers forgo FTP by sharing a read-only Dropbox folder with subcontractors containing all critical files

→ File preview and load times have greatly improved due to Dropbox’s excellent performance in low bandwidth environments, helping teams save **2 hours of work** per project per week

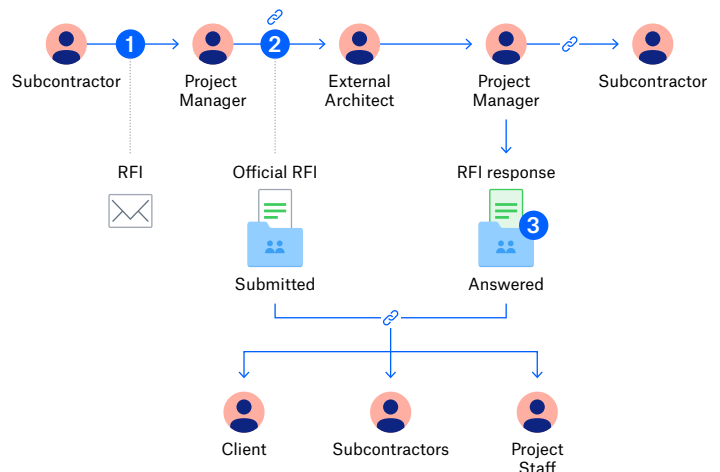
→ The Dropbox mobile app allows project managers to spend less time at their workstations and more time walking job sites

→ With files saved locally and in the Cloud, users never need to create a duplicate local copy in order to work with a file

# Use Case Deep Dive

With Dropbox powering the RFI process, Tellepsen **has enhanced mobile access to RFIs, improved quality control** and **introduced the ability to track work over time**

- 1 When questions arise about a building plan, subcontractors e-mail a request for information to Tellepsen’s project manager
  - 2 The project manager creates a formal RFI and saves it to the “Submitted” folder. He then shares the document with the architect by sending him a shared link
  - 3 Once the architect responds, the project manager saves the completed RFI to the “Answered” folder. He then shares the document with the subcontractor by sending him a shared link
- The “Submitted” and “Answered” folders are shared with the client, subcontractors and other project staff



## Spotlight On: IT

When Lee deployed Dropbox, he knew it would make a big impact in the field. But he and his team have also experienced a number of benefits in the home office:



### 1 Reduced Reliance on Back-ups

Because Dropbox backs up his team's files, Lee no longer has to be reliant on hourly backup snapshots to ensure file integrity.



### 2 Enhanced File Recovery

Lee often deals with the loss of files due to user error. Dropbox's auditing capabilities reduce the time it takes to track down those files and makes it easy to recover them once they are located.



### 3 Smarter Permissions

On its file server, Tellepsen gave all users edit permissions on all project files. With Dropbox, users have edit access only for their projects and read-only access for all other projects, adding a helpful level of control.

## Smart Sync Deep Dive

More than any other Dropbox feature, Smart Sync is changing how Tellepsen's IT team works

### Before Smart Sync

In order to ensure file access, users saved large amounts of data locally and frequently ran out of space on their hard drives. This created two headaches for IT:



**Support:** One user per week faced issues related to full hard drives. Resolving each of these requests required up to 4 hours of IT and end user time, leading to **over 200 hours** of lost productivity per year



**Hardware:** The high storage needs of end users required Tellepsen to use **256 GB SSD laptops with 4 TB of platter storage**, which had to be manually installed by the IT team prior to deployment

### With Smart Sync

Tellepsen makes Dropbox content available to users online-only by default, allowing them to browse and preview all their files at any time and choose which ones are saved locally. Managing hard drive space is no longer a challenge



Local data storage on hard drives has **decreased by an estimated 50%**, causing user requests related to hard drive space to "virtually disappear" according to Lee



Tellepsen is investing the cost savings from its reduced hard drive investment in **higher performing 1 TB SSD laptops**. Without the need to install platter storage, laptops are being deployed faster than before