

“The biggest benefit has been that we now all are speaking the same language. We are all focusing on the same problem using the same tool.”

PETER NEY
CHIEF FINANCIAL OFFICER
EA

EA ENGINEERING, SCIENCE AND TECHNOLOGY



EA Engineering, Science,
and Technology, Inc.

Industry:

Environmental Engineering

Geography:

Headquartered in
Hunt Valley, MD, USA

22 offices across
North America

Employees:

450

Challenge

EA had been a BST Global client since 1990, having utilized two previous product versions of BST Global's former business solutions to manage its project, accounting, time, expense and procurement systems. When BST Global announced its new web- and portal-based system, BST Enterprise™, in 2001, EA was one of the first companies in the world to implement the new solution.

EA CFO Peter Ney — who coincidentally joined EA the same day the solution was implemented — said the main challenge in integrating the system was actually the EA internal issue of bandwidth. “We have 19 offices and many employees in remote with slow internet connections that needed to be upgraded,” he said. “We moved most of them to faster lines, and the implementation went live successfully and smoothly.”

Solution

BST Enterprise helped deliver EA numerous benefits that translate to powerful business value. By bridging the isolated islands of organizational information, the portal-based

solution delivers relevant, real-time, focused information to EA employees — solid information that offers effective insight that positively impacted decision making processes.

The solution also removed an informational access barrier, allowing employees to use the application anytime, any place. Since the BST Enterprise solution is designed in a web-based environment, employees can have unique, direct Internet access to the application from any location. The solution's multi-company functionality also is ideally suited to EA's dispersed offices and operations. Since the solution is designed using proven, industry standard Microsoft technology that is robust and scalable, it is equipped to grow with any expansion needs EA has in the future.

Results

“I think our use of BST Enterprise is distinctive in that every single EA employee uses the solution,” Ney said. “It was a big cultural change for us to advance to BST Enterprise, but I can really say the biggest



benefit has been that we now all are speaking the same language. We have a lot of people looking at the same information, and there is no longer a need to spend time talking about where the data came from — it's all right there for us to see. Now, we are all focusing on the same problem using the same tool."

Previously, Ney explained, he felt they were not managing projects such as accounts receivable, collections and billing, as well as possible. "There was not enough focus on it. The solution has been really helpful in that arena."

Since 2001, EA has greatly improved its financial performance. "We have good cash flow and a strong balance sheet. While I can't attribute the success of all that to BST Enterprise, it is certainly an important factor in the success we have experienced. BST Enterprise has provided the backbone that allows all of us to speak the same language."

Ney noted that EA is embarked on a growth stage and are projecting they will continue at a rate of five to 10 percent per year. "There is increasing pressure in the industry to provide end-to-end services, and the contracting mechanisms are changing — more focus on fixed price work, risk management and efficiency. So we are dealing with new types of projects and making sure we have the tools to measure and manage risk. The procurement system we use with BST Enterprise makes us more disciplined in our approval process in aligning with the project budget. We can detect project problems early on before they become major issues. That is another way BST Enterprise really helps."

ABOUT EA

EA has over 400 employees and a network of 22 offices across the United States, including Alaska, Hawaii and Guam. Through the development of cost-effective and innovative strategies, it creates practical solutions that help private and government clients achieve their environmental goals. EA's standard of excellence is to consistently provide clients with the highest level of technical competence, strong project management, worksite safety, quality control, and financial accountability.



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