

Userful Supports Construction Industry Revolution through Collaborative Meeting Rooms

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Challenges

Suffolk Construction is a national building contractor with offices in major hub cities throughout the United States that collectively generate over \$3 billion in annual revenue. Dubbed “one of the most innovative builders in the country,” by Business Wire, Suffolk relies on a strong, innovative culture and advanced technology to revolutionize the way buildings are designed and built.

As part of Suffolk’s “Build Smart” initiative, the company has created Smart Labs, collaborative environments which are used to identify, test and scale new technologies in construction. These labs enable project teams to connect with clients and collaborate to improve the construction experience.

One of the key technological advancements in each Smart Lab are innovative video walls, used to encourage effective collaboration by displaying key performance indicators and additional data visualizations on a screen that everyone can view and interact with.

However, Suffolk ran into a roadblock when the video solution they originally implemented could no longer handle their growing needs. In addition to streaming live video from various different construction sites, Suffolk now required access to a wide library of content and needed to display more than one source on their walls simultaneously. Furthermore, Suffolk’s Smart Lab staff needed to be able to easily control all the content from a tablet.

Solution

When Ajoy Bhattacharya, Senior Director of Innovations and New Technology at Suffolk came across Userful, he was immediately drawn to: the ability to pull any type of high-quality content (up to 10k) onto the video wall from a tablet, the flexibility to divide the video wall into multiple zones and display images and slideshows all at the same time and the affordability due to its use of a standard PC or Server and network. Based on these three benefits, Bhattacharya and his team deployed a Userful video wall in their Boston Smart lab. In the years since, Suffolk has rolled out Userful video walls in all seven of their Smart Labs across the nation.

“What I like best about Userful is that [unlike our first product] it actually works,” said Bhattacharya. “Not only did it fulfill our requirements, but it did so at a competitive price. Also, being able to access the control panel from anywhere using a tablet was a major selling point, allowing us... to show clients data on the video wall while being able to manipulate it on the go.”

Results

Userful helped Suffolk achieve its vision with dynamic and flexible video walls in their Smart Labs. As Bhattacharya puts it, “even though other solutions were Windows-based—which is the most common platform—Userful proved to be the most solid. It hasn’t crashed once yet, while our previous solution crashed many times.” Bhattacharya is not the only Suffolk employee who is elated by the product—Suffolk’s engineers and operators also enjoy the convenience of being able to control the displays and content remotely from a tablet, significantly improving Smart Lab operations.

The Userful video walls have empowered the Suffolk team to explore innovative ways to leverage new technologies, which provides significant value to clients and stakeholders. They display 3D renderings, KPIs to monitor performance, budget and timeline as well as real-time content from showcase construction projects already underway.

