

McNally Doolittle Engineering, LLC

A Giant Leap Forward

SUCCESS STORY



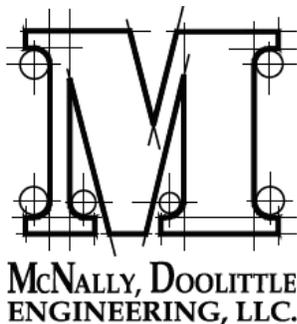
THE CHALLENGE

When it comes to financial decisions in companies, upgrading software can take a back seat, and it becomes a “let’s upgrade next year” kind of deal. But what happens when next year turns into years and staff isn’t prepared for the transition?

McNally, Doolittle Engineering experienced this exact issue when they were forced to upgrade to AutoCAD and AutoCAD Civil 3D 2022. While the principals understood the upgrade was long overdue, it was still a time of frustration for the staff of this fast-growing design firm, given their tremendous workload.

THE SOLUTION

Based in New Jersey and founded in 1992; McNally, Doolittle Engineering is a civil engineering, planning and land surveying firm. Being a small business means that all the employees share responsibilities and job duties so they can lend a hand wherever it’s needed, and the transition was difficult at first. Craig Czczuga, Assistant Director of Survey, is responsible for survey projects, from the field work to complete design, and his workload is persistent. Mr. Czczuga has been with the firm since 1999 and learned a lot from other professionals within the firm with on-the-job training.



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When the upgrade to AutoCAD Civil 3D 2022 happened, nobody in the office had the experience to train Craig on the survey side. One specific area of concern was that the new data collection methods and workflows didn't match his current practices.

When they started the transition about a year ago, McNally, Doolittle Engineering reached out to ZenTek Consultants for professional guidance and instruction. With their staff having such a large workload, they wanted to eliminate downtime by staff trying to work through the transition themselves. The Principals were aware of the need for extensive training during this transition and reached out to Jim Coppinger and Rocco Parisi, Principals of ZenTek Consultants. Before any purchases were made, they wanted expert help in determining which direction they should go. In the end, they chose to work with ZenTek Consultants to provide training, templates, and support for staff at the beginning of the transition.

Training became the main component early in the process, because staff needed to get up-to-speed quickly with AutoCAD and AutoCAD Civil 3D 2022. With the large learning curve McNally, Doolittle was facing, this was vital to ensuring staff could complete projects on time. The training was all done online but there was initial concern from staff regarding that delivery method.

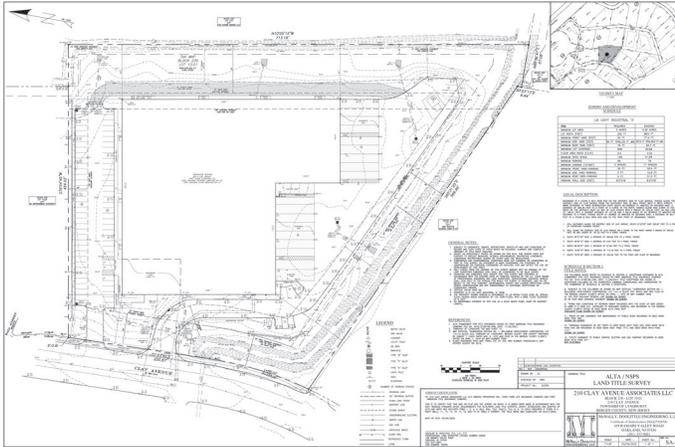
As Mr. Czczuga explains, "Honestly, at first I was a little hesitant because, maybe I'm a little old-fashioned, but everything was going to be done remotely. It's so nice to do it in person and have someone next to me talking me through it." He continues, "I have to say that I was wrong by thinking that." The online training went smoother than expected because Jim was with him on his machine, seeing every click he made and setting him in the right direction.

"The TEK Bloks we do are ideal because whatever specific topic we discussed, I could work on that over the next couple of days and utilize it in projects right away."

What really impressed the staff at McNally, Doolittle Engineering was Jim explaining to them that he was there with them every step of the way and they'd get through the transition together. That positive reinforcement from Jim put the staff at ease and helped them understand that they needed to be patient and take the transition one step at a time. They were glad Jim sensed their frustration with the software and helped them work through their issues and deal with it using a better process.

The staff explained that the templates Jim created for them was a lifesaver. While creating the new templates, Jim took the time to review older drawings and used information, like symbol, text size, layers, and standards, that staff was comfortable with to ensure the transition ran smoothly when they started new projects in the new software. Everything started to flow better once these templates were in place and McNally, Doolittle Engineering staff could generate the output they needed and were used to creating.





Jim also made himself very available outside the set training schedule. If any staff member had a question, they could always reach out using TEK Bloks and have questions answered quickly. This way they were never waiting on answers and holding projects up. “I really can’t say enough about my experience with Jim. I could turn to him, whether it was a quick email...a quick phone call. There’s hope and I’ll find the answer. If I had a question, it was answered,” explains Mr. Czczuga. “The 1 or 2 hour TEK Bloks that we do are ideal because whatever specific topic we discussed, I could work on that over the next couple of days and utilize it in projects right away.”

Looking back on the start of the transition, Mr. Czczuga explains that: “Initially it was taking me double the amount of time to do the same thing I used to do.” After working through the transition with Jim, “Now I can say that I’m just as efficient in 2022. I think the efficiency and productivity is going to continue to increase.”

Staff also worked with ZenTek to help them learn how the new software workflows impact their job duties. They feel comfortable knowing that ZenTek is there to help and guide them, even on

billable projects, so they do things right and are productive with it.

As Mr. Czczuga explains, “We want to maintain the relationship for as long as we can,” and the principals agree. They don’t see this transition as a one-and-done project. They view it as a long-term relationship and plan to turn to ZenTek Consultants with future needs.

“We want to maintain the relationship for as long as we can.”

McNally, Doolittle Engineering is looking forward to working with ZenTek Consultants and Jim to keep productivity up, including changing data collection methods to make things faster and eliminate errors so they can avoid rework.

Images courtesy of McNally, Dolittle Engineering, LLC



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