# UNBOUND

Blueprint for Transformation: SEH's Journey with Bluebeam

From Chaos to Coordination

Ben Frick, Short Elliott Hendrickson Inc. (SEH®)
Ken Phelps, ARKANCE
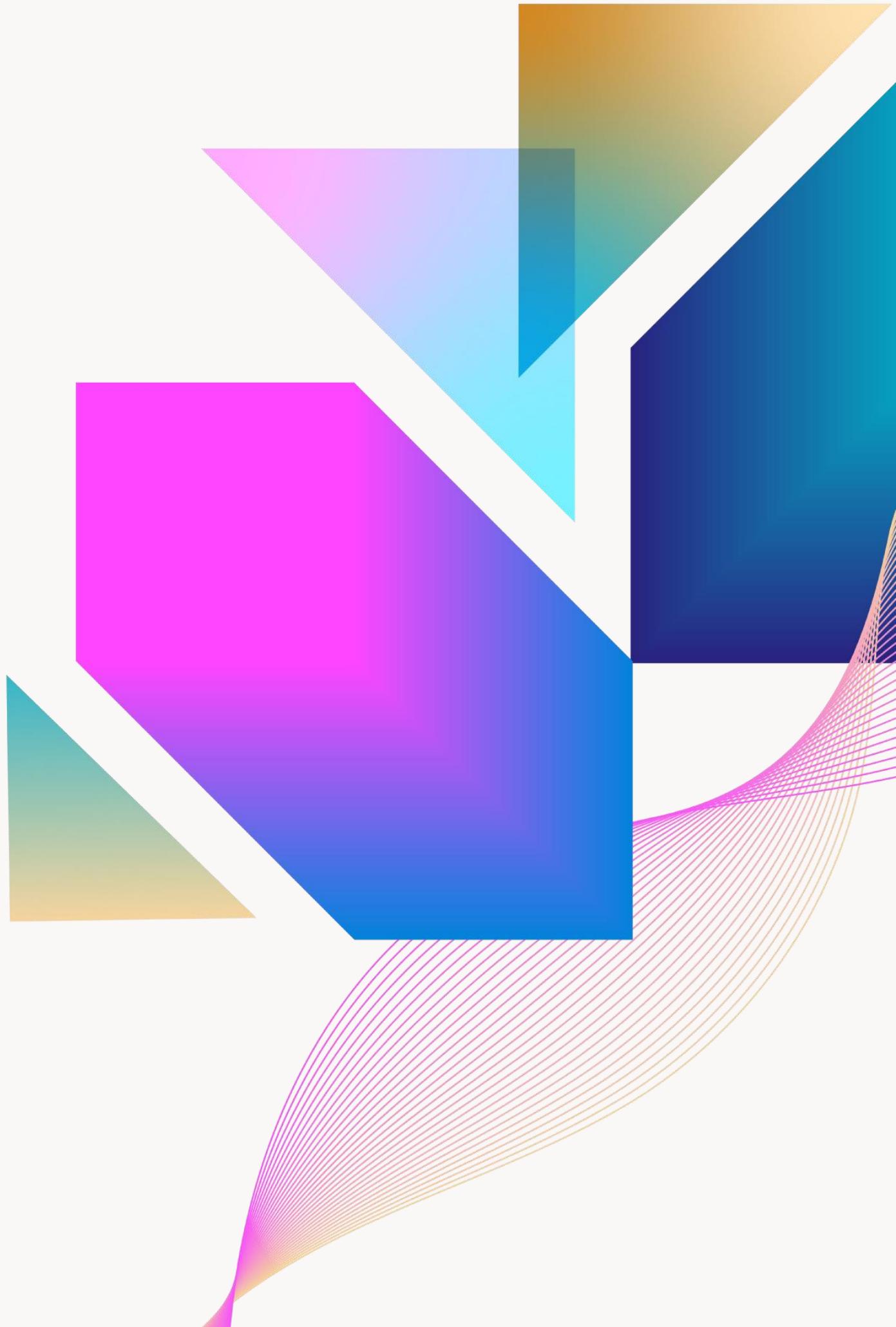
Agenda

Ben Frick

BIM Specialist

SEH
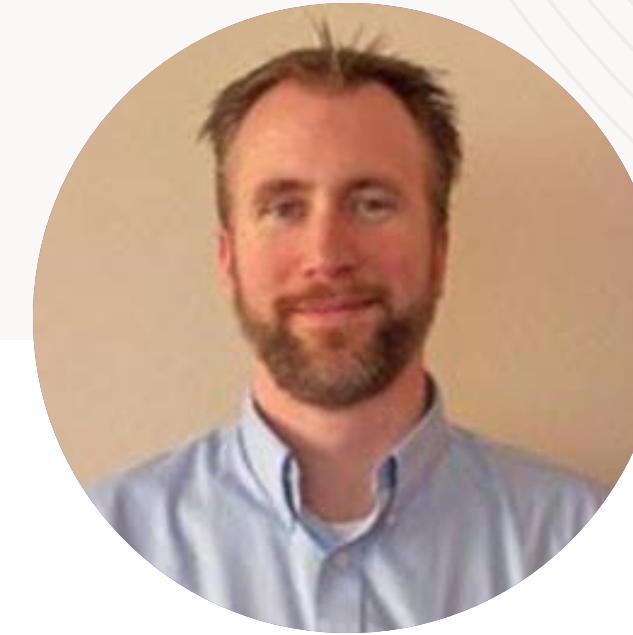
Ken Phelps

Senior Product Specialist

ARKANCE

About SEH

Brief Background
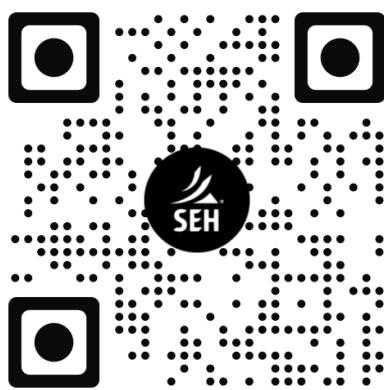
SHORT ELLIOTT HENDRICKSON INC.
founded in
1927

SERVING CLIENTS ACROSS THE NATION
with projects in nearly every state

EMPLOYING
900+
engineers, architects, planners, scientists, and talented professionals

WHO WORK TOGETHER TO SERVE
4 market areas: mobility, better places, clean water, and renewing infrastructure

AN IMPRESSIVE
80%
of our clients are repeat customers

ARKANCE | BLUEBEAM® Sapphire Partner

UNBOUND

About SEH & Bluebeam

Bluebeam Userbase

660 licensed users

70 unpaid collaborators

24 Disciplines Supported

11 Discipline Toolsets Defined

Plan ● Complete ● Unpaid

Don't worry, there's a larger bar graph on the next slide…

Discipline	Complete	Unpaid	Total
Civil	188		192
Highway	61		65
Water	55		57
Architecture	53		54
Construction	36		40
Structural	38		38
Wastewater	35		38
Airports	36		37
MEP	34		34
Marketing	15		20
Survey	16		20
Traffic	17		18
Environmental	8	9	17
Sales	13		17
Administration	7		13
Geotechnical	8		9
Natural Resources			8
IT			7
Transportation			7
Other			6

ARKANCE | BLUEBEAM Sapphire Partner

UNBOUND

Why Bluebeam?

Spoiler Alert….It's Amazing!

ARKANCE | BLUEBEAM® Sapphire Partner

UNBOUND

Why Bluebeam?

Spoiler Alert….It's Amazing!

Powerful tools for AEC Professionals:
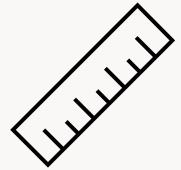
- Advanced Measurement Tools
- Simplified Document Management
- Real-Time Collaboration (multi-user)
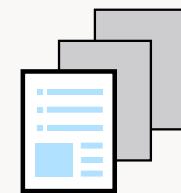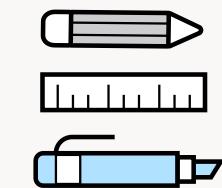
- Customizable Toolsets
- Digital Take-Offs
- Mobile Compatibility
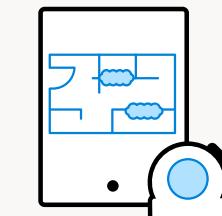
ARKANCE | BLUEBEAM® Sapphire Partner

UNBOUND

SEH Adoption Timeline

Timeline: Milestones and Licensing Count

2016-2017
Add-Hock
Purchases

50

146

2018
Design Tech
Manager

2019-2020
Bluebeam 19

332-347

387-440

2021-2022
Standards
Development

2023
Implementation
& Training

500

610

2024
Adopting New
Versions
(BB 21)

2025
QA/QC
Toolsets

660

ARKANCE | **BLUEBEAM** Sapphire Partner

UNBOUND

Standards Development

Establishing guidelines

ARKANCE | BLUEBEAM® Sapphire Partner

UNBOUND
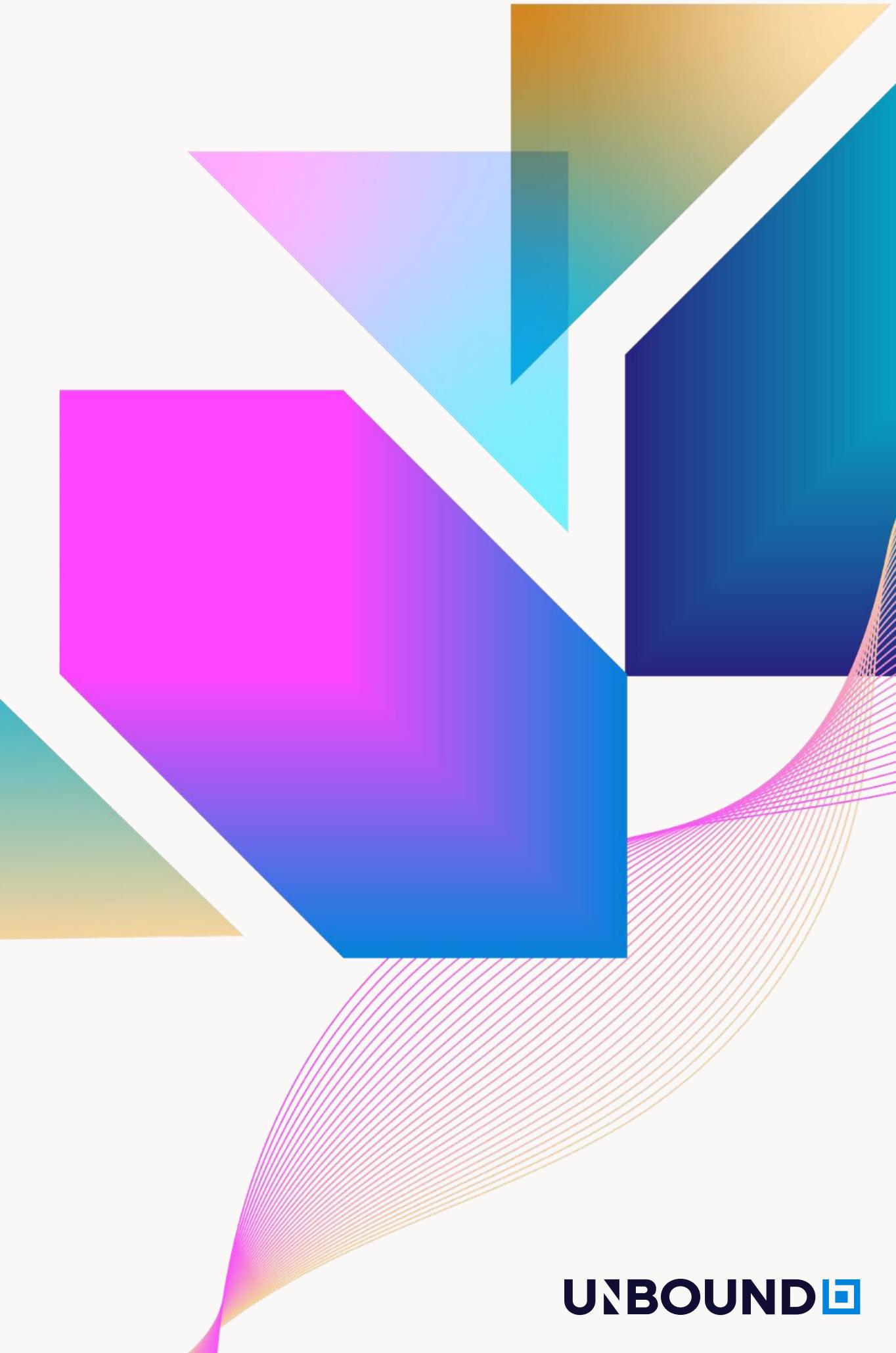
Standards Development

Establishing guidelines

Standards Committee

- Formed a Bluebeam Standards Committee of SME's
- Limit to one SME user from each discipline and each region

ARKANCE (USCAD)

- Partnered with ARKANCE to help guide and develop toolsets

Toolset Development

- Multiple Toolsets per Discipline
- General Annotations, Linework and Symbols specific to each discipline

Standards Development

Lessons Learned

Standards Committee

- Operations teams are limited on time available for 'non-billable' tasks

- Creating task lists from user input allows for others to help

ARKANCE (USCAD)

- Leverage your partners to assist in toolset development, training videos and overall implementation

Toolset Development

- Balancing multiple discipline updates

- Scalability of symbols

- Discipline layers and color specific needs

Implementation & Training

Onboarding users

ARKANCE | BLUEBEAM® Sapphire Partner

UNBOUND
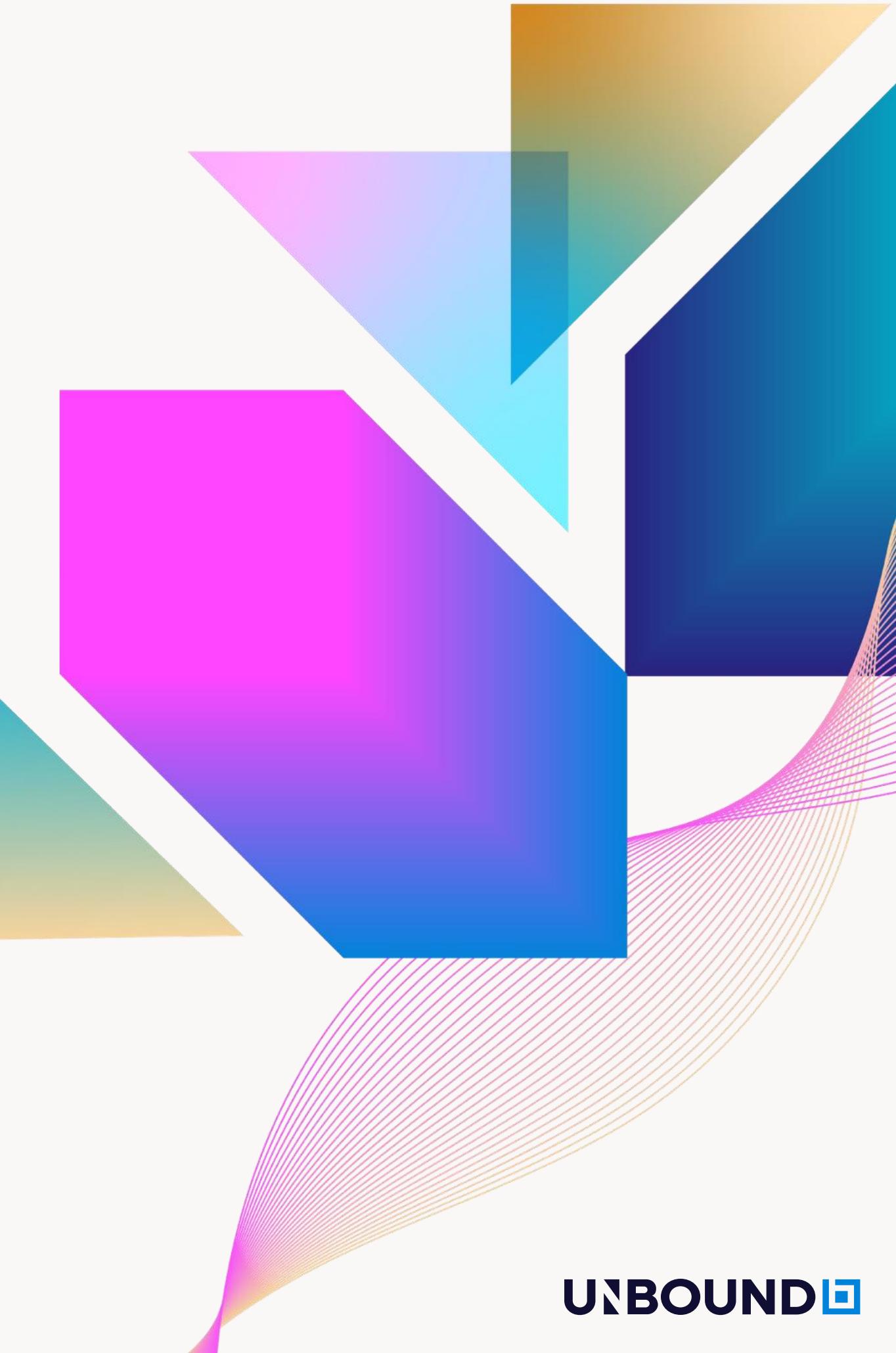
Implementation & Training

Onboarding users

Userbase Growth

- Key disciplines identified based on need for tools/survey input
- Reduction of Adobe userbase
- Growth occurred when more collaboration was desired

Training
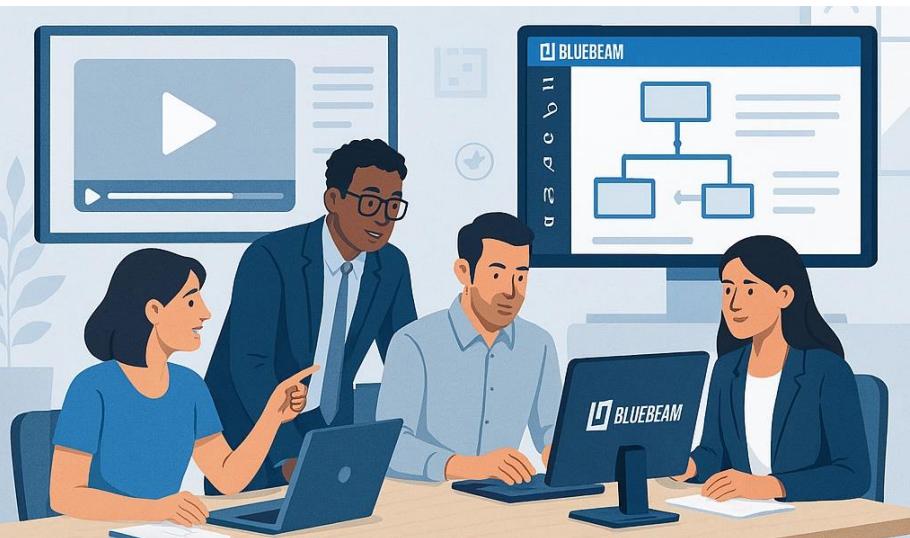
- Intermediate training identified through user surveys and BSC input
- Internal "Bluebeam Byte" videos created for specific workflows

Communication

- Intranet (Connect) page utilized for workflow documentation database, AI Agents used
- Viva Engage used to engage larger userbase audience for questions related to Bluebeam

ARKANCE | BLUEBEAM®
Sapphire Partner

UNBOUND

Implementation & Training

Lessons Learned

Userbase Growth

- Organic growth comes faster with developed toolsets

- Seasonal staff moved to "unpaid collaborator" to alleviate licensing cost while retaining user information

Training

- Keeping up with release notes can help spark ideas for new "training" opportunities

- Shorter videos were more digestible for users and more desirable (less non-billable time)

Communication

- AI Agents are only as powerful as the data it references

- Viva Engage is great but getting Engineers to share concerns can be challenging

ARKANCE | BLUEBEAM® Sapphire Partner

UNBOUND

Adopting New Versions

Bluebeam 21: Big Upgrade
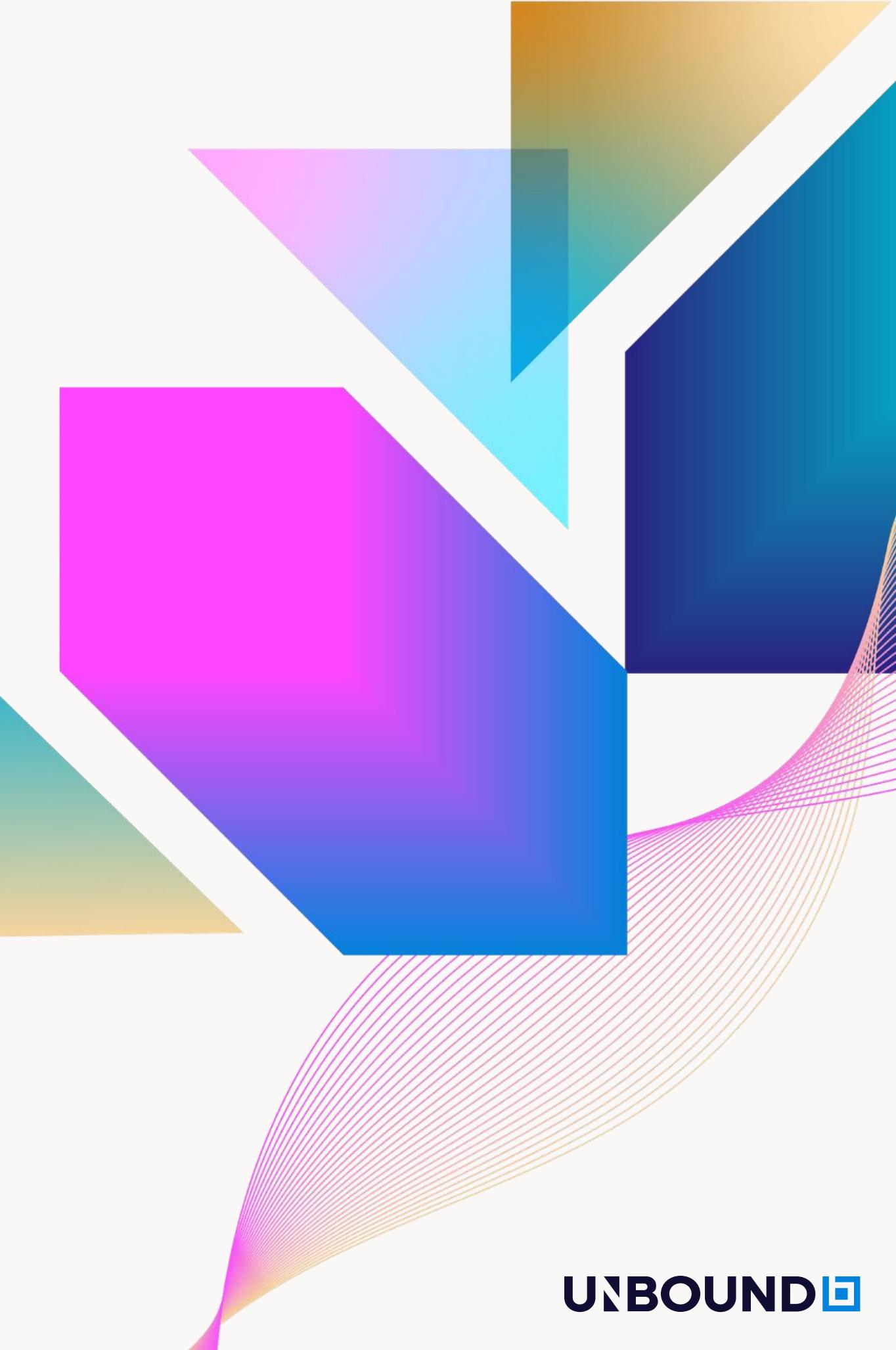
Adopting New Versions

Bluebeam 21: Big Upgrade

Subscription Update

- Majority of users were on 'Standard', now all moved to Complete tier licensing
- Named User licensing and SSO

Admin Update
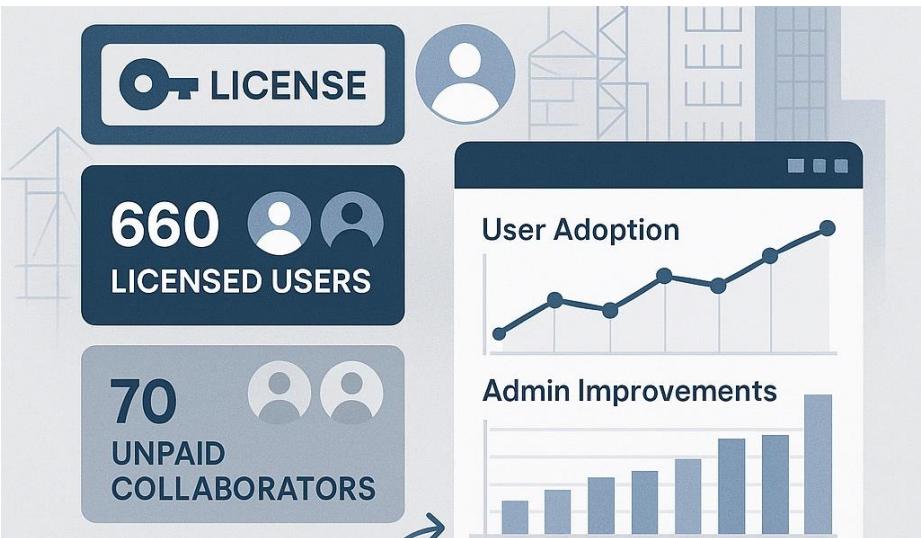
- License Management upgrade

User Adoption

- Challenging at first, especially with little changes to UI or tools
- Tracked user adoption through Software Asset Management (SAM) tool

Adopting New Versions

Lessons Learned

Subscription Update

- Provide users a 'sunset' date to move versus allowing multiple versions

Admin Update
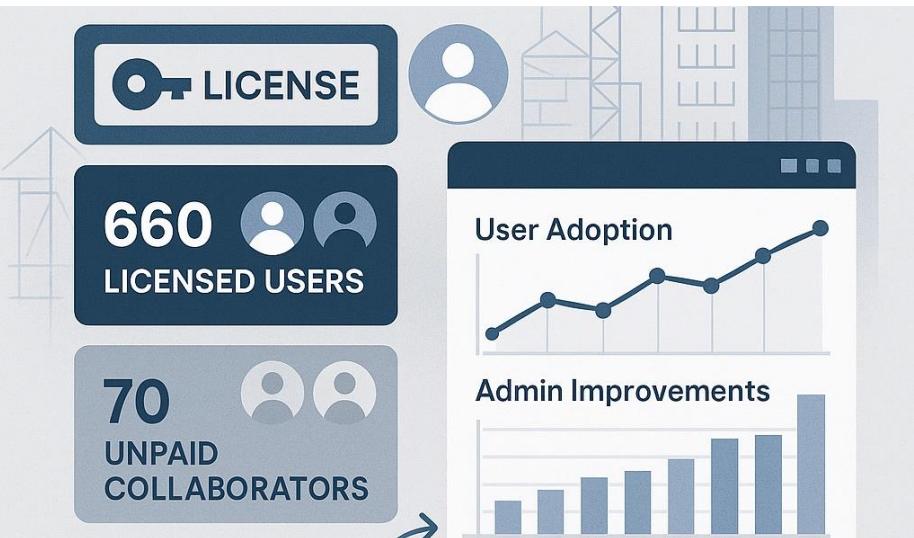
- Ensure you have multiple admins

User Adoption

- Showcase new features early on to improve adoption paired with a 'sunset' date

ARKANCE | BLUEBEAM
Sapphire Partner

UNBOUND

QA/QC

Implementing quality outputs

ARKANCE | BLUEBEAM®
Sapphire Partner

UNBOUND
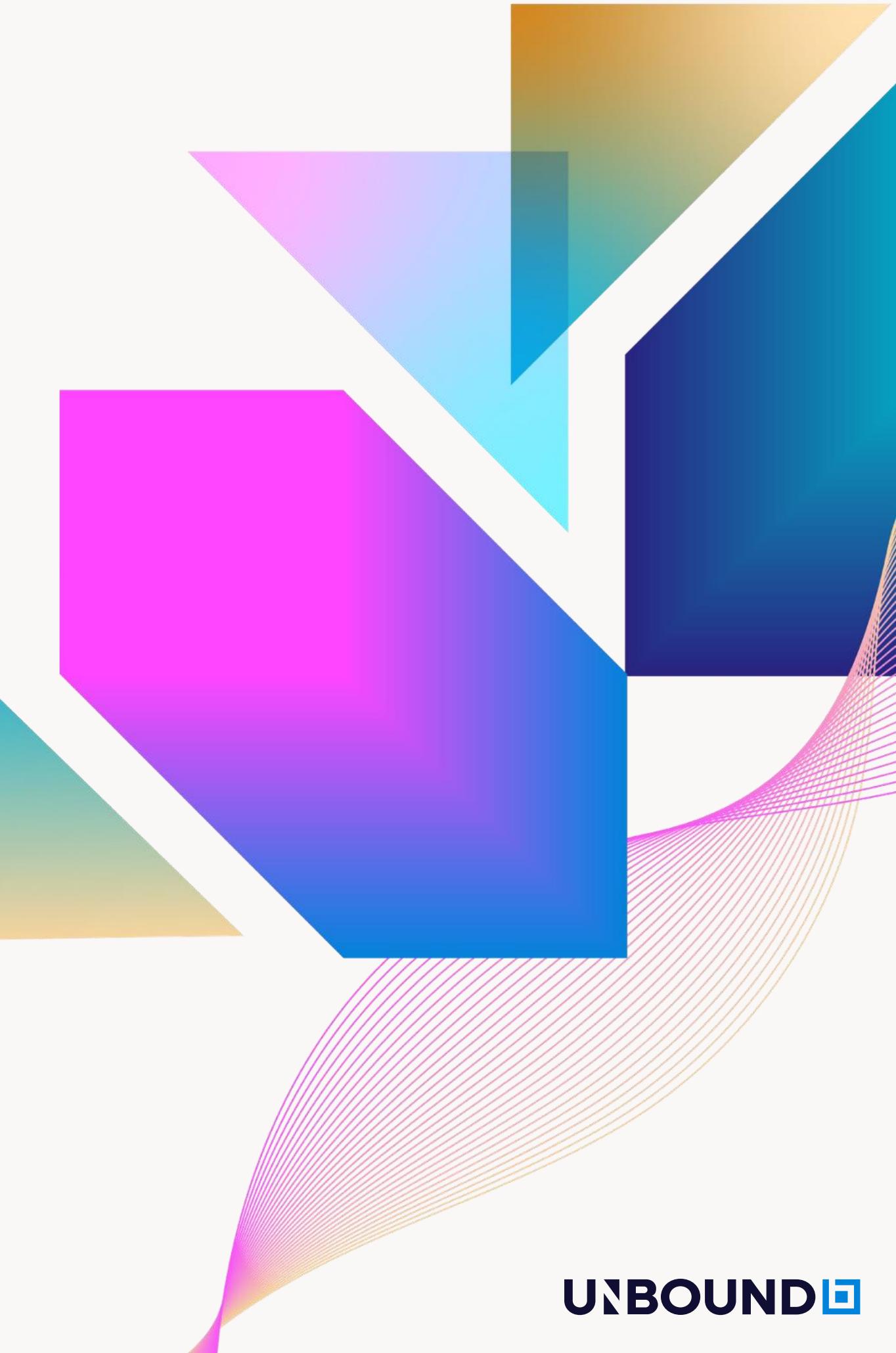
QA/QC

## Implementing quality outputs

Toolsets

- Use your pre-defined checklists and incorporate them into your markup toolsets

- Ability to place next to each sheet of a CD set for reviewers

Forms in Sessions
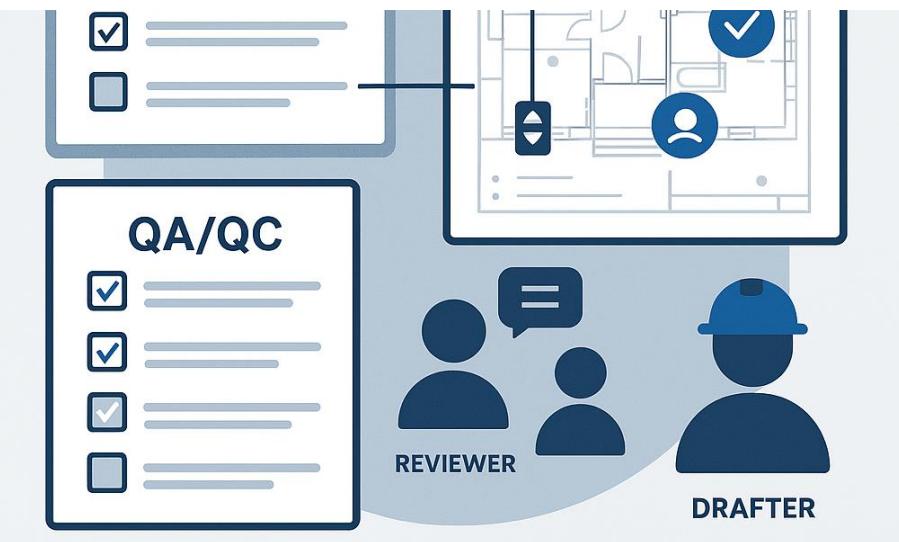
- Forms are unable to be utilized in a Session

- Work-around is a stamp-like tool with the checklists for each need (i.e. plans, sections, cover, plan/profile, elevations)

Status

- Status is a great way to indicate level of completeness of a mark-up or comment

- Allows for reviewer and drafter to be on the same page without multiple versions of a document

QA/QC

Lessons Learned

Toolsets

- Limit field input needs to a minimum

- Use checkboxes or 'x' symbols to quickly populate pre-defined checklists quickly

Forms in Sessions
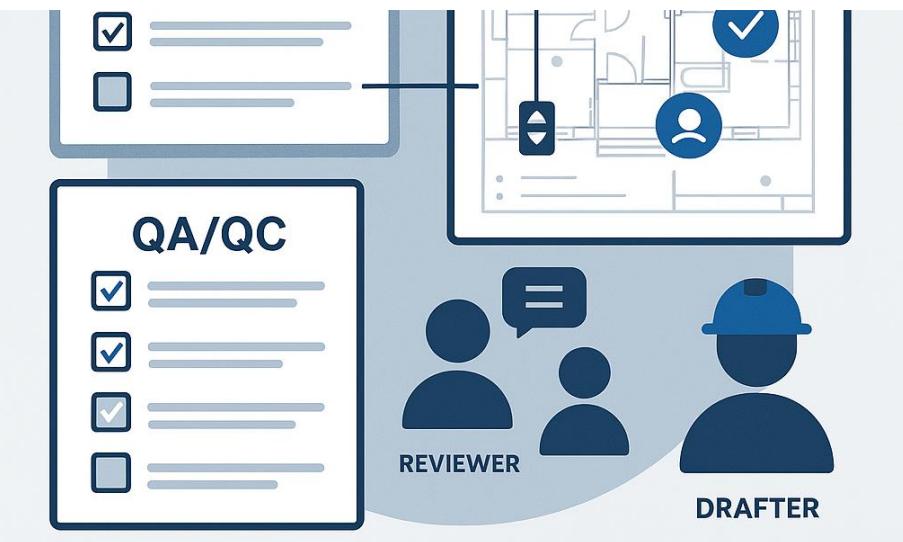
- Updated workflows required and keep the document 'digital'

- Can either host a secondary document in a session or place a tool on each sheet

Status
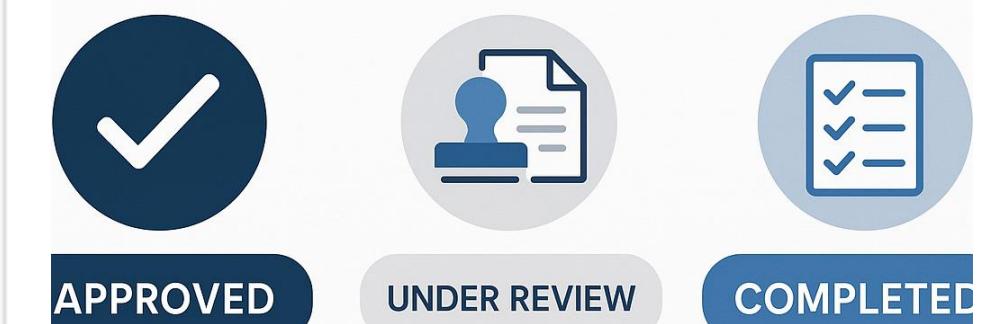
- Document prep must be followed to utilize standard Status

- Open document in BB with company profile and save locally prior to uploading to a Session

ARKANCE | BLUEBEAM®
Sapphire Partner

UNBOUND

Summary

Lessons Learned

Take-Aways

Implementation

- Users are your biggest asset
- Promote users expertise and let them drive toolset updates
- Improvements take time

Collaboration

- Intranet "Connect" page for workflow documentation
- Viva Engage for user community questions and answers
- Training library; short videos

Admin Improvements

- Licensing reviewed on a bi-monthly basis
- Move users to 'unpaid collaborator' tier if they're not utilizing their licensing

ARKANCE | BLUEBEAM Sapphire Partner

UNBOUND

Thank You

Name	Ben Frick
Title	BIM Specialist
Company	SEH

SCAN TO CONNECT ON LINKEDIN

SCAN TO LEARN MORE ABOUT SEH

Name	Ken Phelps
Title	Senior Product Specialist
Company	ARKANCE

Stop by Booth #503

Introducing the *NEW*
ACC Bluebeam Connector

ARKANCE | **BLUEBEAM®** Sapphire Partner

UNBOUND