

Customer Success Story – Miller & Long

About the Client:

Miller & Long is the leading, full-service provider of concrete construction services in the Mid-Atlantic region. They supply, form, pour and finish all cast in place concrete elements for structural framing on commercial, residential, mixed-use, and municipal projects. Launched with just two partners, the company averages more than 1,500 employees working to build local communities from the ground up.

Background:

Miller & Long began an initiative to modernize dated and inefficient business systems to remove on-premises footprint and improve business operations. They choose Microsoft 365 as the central ecosystem of their new operations for collaboration and data infrastructure. Withum was brought in to work alongside the Miller & Long IT team to work through the process of moving to the cloud, automating business processes, and adopting collaboration methodologies all while establishing a more secure working environment.

Solution:

Cloud Utilization – Moved data and collaboration infrastructure to Azure and Microsoft Teams. Implemented Teams Calling to further unify all systems.

Automation – Created a single Estimate to Project process utilizing PowerApps and PowerAutomate to create a structured process. The solution creates a streamlined approval process and detects a delay or queue, alerting appropriate stakeholders.

Data Modernization – Data scientists analyzed current data aggregation methodology, normalization and data estate to create an optimize platform.

Benefits/Results

Cloud Utilization

- Reduction of 3rd party tools,
- Secure & robust IT infrastructure to more rapidly respond to demands

Data Modernization –

- Modern apps running their business
- Fewer business apps to manage
- Improved identity management and controls

Automation

- Faster and more accurate Estimate responses
- Able to respond to more estimates at any given time
- Build a database of responses to increase accuracy and success

