



**GARRETT-WALKER**  
**HOMES**  
LOCAL • EXPERIENCED • QUALITY

## FROM GROWING PAINS TO GROWING GAINS IN JUST TWO MONTHS

Rapidly growing from closing just 20 homes in year one to a projected 500 closings in year six, Garrett Walker Homes is looking to software to help them adapt to a much larger project portfolio. Read on to learn how this builder implemented a “dirt to warranty” software system in just TWO months.

Garrett Walker Homes is a trusted Arizona builder who is passionate about quality and is committed to becoming the most efficient builder in the state. After a period of accelerated growth, the operations and construction teams determined that this goal could not be accomplished with existing back-end systems.

### “OUR SOFTWARE WAS HOLDING US BACK”

From hiring employees and trades to the selection of each and every product that goes into their homes, Garrett Walker Homes works only with the best and most productive partners Arizona has to offer. By doing so, they maintain quality while passing on savings to their customers – but only if efficiencies can be maintained at scale.

By early 2017, legacy software was getting in the way of new productivity initiatives and forced the company to maintain costly

and bulky out-of-date hardware. These operational road blocks hindered Garrett Walker Homes from maximizing efficiency – and threatened their core values.

“Our software was holding us back,” says Greg Dahl, Director of Construction. “Our construction teams on-site were not getting the information they needed to perform their duties effectively. As we launched more communities, we saw potential errors and delays. We needed a better system.”

## **BUILDER #136** ON THE BUILDERONLINE.COM TOP 200 BUILDERS

Since 2013, Garrett Walker Homes has constructed and closed over 1,000 homes in the state of Arizona. With nearly 100 years of combined experience, each project is carefully reviewed for location, affordability and lasting value, and each home features family-friendly floor plans, outstanding value, and quality construction. Garrett Walker homes joined the Builder 200 list for the first time in 2017 – celebrating the closing of 293 homes.



## THE TWO-MONTH SOFTWARE IMPLEMENTATION

Karen Dresher, Director of Operations, reached out to Constellation regarding NEWSTAR, software that they had discovered in depth at the International Builders Show. The Constellation team kicked off a business process review with Garrett Walker Homes, identifying opportunities for operational improvement, and the NEWSTAR features that would facilitate these new efficiencies.

From day one, Garrett Walker Homes committed to a quick and seamless implementation process. This required training all employees on efficient use of the new software and educating them on how it will help the company reach its goals.

The core implementation team, with key representatives from both Garrett Walker Homes and Constellation, set project goals and an aggressive timeline for completion. While the Constellation team trained a core group of users, Garrett Walker Homes took this training and created a specific process guide to share with their teams. Onboarding all employees with the overall purpose of the software would ensure a clean transition to the new system, with zero negative impact on construction or customers.

“The most cutting-edge technology and tools are ineffective without skilled hands to operate them effectively. We now have the tools to be the most efficient builder in Arizona, and our team is committed to using these tools to build incredible, top-quality homes for our customers,” says Karen Dresher, Director of Operations.

## READY TO BUILD WITH POWERFUL NEW FEATURES

In just two months, Garrett Walker Homes is now live in their new software environment, including all sales, scheduling, costing,

purchasing, construction and accounting functions. In the near future, Garrett Walker Homes looks to take advantage of powerful new software features that were not previously available to them, including trade partner tools, website integration, land development features, advanced real-time reporting and a modernized warranty system for their customers.

Implementing software across an established home building company is complex. Constellation’s team of home building software experts has designed a flexible process to help make the transition as seamless as possible – in less time than you think.



## THE IMPLEMENTATION PROCESS

1. Business Process Review
2. Master File Setup
3. Proof of Concept
4. Go-Live Simulation
5. Training & Data Readiness
6. Software Go-Live

“The most cutting-edge technology and tools are ineffective without skilled hands to operate them effectively. We now have the tools to be the most efficient builder in Arizona, and our team is committed to using these tools to build incredible, top-quality homes for our customers.”

— Karen Dresher, Director of Operations for Garrett Walker Homes

