



## CASE STUDY



**VAN RHIJN  
BOUW**

# Van Rhijn Bouw works with M-Files to build a solid foundation for Information Management

#### COMPANY

Van Rhijn Bouw

#### INDUSTRY

Construction

#### LOCATION

Netherlands

#### PARTNER

PCI Nederland

Construction in today's world is anything but simple: before one brick can even be placed on to another, a lot has already happened off-site. From project development and permit application to sales, from tendering subcontractors to actually putting out orders and realizing construction. A reliable information exchange between all of the involved parties is crucial. Van Rhijn Bouw uses M-Files to keep track of all the various processes involved within the construction industry in order to remain fully compliant but flexible to the demands of individual construction projects.

With around 80 employees, Van Rhijn Bouw is a solid family business in Katwijk and Nieuw Vennep that specializes in project development, new construction, renovation, and maintenance as its core business focus.

## HIGHLIGHTS



**Optimal process support, insight and overview**




**Compliant with laws and regulations**



**Quick access and retrieval of information**

**M-Files**<sup>®</sup>



“M-Files provides us with a great efficiency improvement plus the fact that we are always fully ‘in control.’ The transparency we can offer all involved gives us and our customers confidence in a healthy future.”

**André van Rhijn**

Financial Director  
Van Rhijn Bouw

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## KEY CHALLENGES BEFORE M-FILES

### **Many stakeholders and multiple documents**

“There are many parties involved who all form a piece of the supply chain and who also all have different interests. Previously, all project information was stored on the network disk,” work planner, Wouter van der Rejid commented. “To some extent that still worked, but there comes a time when accessibility of information and certainty about the status of the information you have access to comes into question. Is it really the correct version of this document, this drawing, this contract or tender? Is this the document that the buyers also received or viewed? Did they see it at all?” van der Rejid added.

“At Van Rhijn Bouw we do everything: from project development to design to actual execution, so you understand, that’s a lot and complex information. Information that, in turn, may not be accessible to everyone. We also have to deal with all kinds of certifications, standards, regulations, national and regional/local laws and regulations. In short, building is complex and has many interests,” van der Rejid said.

That prompted management to look for an adequate information management solution. “Many documents go through several versions before a final file is created. That must be able to be shared with other stakeholders, such as subcontractors or the buyers when it comes to, for example, more or less work. It is no exception when I say that one project may involve some 15,000 documents. In all sorts of forms and formats. You can figure out for yourself that a network drive is not going to work in the long run,” van der Rejid concluded.

### **A need for information sharing and version management**

The ability to share information and have a form of version management were important requirements. “There were even more requirements and wishes that we would like to see fulfilled in the information management solution we were looking for. Moreover, for us this was a good time for some reflexion: where did we come from, where are we now and where do we want to go? Above all, how do we want to go down that road? All those things added together led us to M-Files,” stated Financial Director André van Rhijn.

“We are good at developing and building projects, but we are not ICT organizations or information experts. That agency helped us achieve information management goals with M-Files and with partner PCI,” André offered.

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## THE M-FILES SOLUTION

Impressed with M-Files, Van Rhijn Bouw requested demos and after a two-month test period they were finally convinced that they had found the right platform for their business. "The arrangement and classification of the documents required attention. On the network drive there was a certain folder structure, people were used to that. Then it would be nice if the new arrangement did not deviate too much in terms of logic. Thinking and discussing beforehand with the people involved about which document types we use and how we could classify them, led to a classification and method of metadata that worked well for us. That is one of the advantages of M-Files though, you can organize everything the way it works best for you. This ultimately leads to documents being much easier to find. Any stakeholder who needs specific information can access it in the way that works best for them," van der Reijd recalled.

Wouter explained the difference that M-Files provided: "With M-Files, the layout and metadata are so clever that you search by content and context, not by repository. One person will search by supplier, another by construction number, yet another will search by architect and so on. That all leads to the same set of documents, which is, after all, what most people use. However, because of that intelligent way of managing information in M-Files, you always have the assurance that you have all documents together in the correct version. That insight offers a significant advantage. Not only does it save time for information to find, but you are also sure that what you find is the right thing."


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## THE RESULTS

### Automating the construction chain

Van Rhijn Bouw now uses large screens at construction sites that are connected to the Internet, so that important documents (e.g., drawings) can be searched and displayed out in the field. "The days when people only worked from paper drawings are over. Those are still made, you just can't have a screen everywhere, but what we would like is a QR code on that paper version. That can then be scanned so that even then you know for sure which version you have," van Rhijn explained.

"Another important advantage of M-Files is that we are able to set up processes completely, so that step by step, for example, an approval process for more or less work with the associated procurement of materials is handled. Everyone involved can see exactly the status of the process and act accordingly. Everything is updated immediately, including the report of the construction meeting in the shed, is immediately in M-Files as soon as I press 'enter'... A major improvement on how things were before; it could still be that people were waiting for each other without knowing it," van der Reijd shared.



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At Van Rhijn Bouw, a number of M-Files vaults are used: most of the space is occupied by specific work projects. But vaults are also set up for HR, the secretarial use, and for management and administration purposes. Those vaults all have their own established perimeters that protect security and accessibility. "That can all be arranged perfectly in M-Files," said van der Reijd, "so you can track exactly who has worked on what and who you do or do not give access to specific information."

## Setting up a buyer portal

What Van Rhijn Bouw still wants to work towards is setting up a buyers' portal. "This should make it possible for not only certain 'construction stakeholders', but also buyers, for example, to view the information that is important to them. However, that requires a proper set-up of the rights structure, for example. That makes communication between the parties even more direct and interactive. That's where we want to go. Just like further expansion of links from M-Files to other back-office applications. Together with M-Files partner PCI, Van Rhijn Bouw is working on that. That cooperation is going perfectly," van Rhijn revealed.

Financial Director André van Rhijn went on to emphasize the benefits of M-Files: "The benefits are especially optimal when it comes to process support, insight and overview, compliance (meeting laws and regulations), the accessibility quick retrieval of information, and the added guarantee that you have the right documents in front of you. It provides us with a great efficiency improvement, plus the fact that we are always fully in control. The transparency we can offer all involved gives us and our customers confidence in a healthy future."

## PARTNER



PCI Nederland B.V. develops document management solutions like M-Files. PCI Nederland's solutions and services range from IT security to support & secondment, and from printing solutions to narrowcasting & digital meeting solutions.

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## WHY M-FILES?

### **M-Files is the leading platform for knowledge work automation.**

With the M-Files platform, knowledge workers can find information faster, work smarter, and achieve more. M-Files features an innovative metadata-driven architecture, embedded workflow engine, and advanced artificial intelligence. This enables customers to eliminate information chaos, improve process efficiency, and automate security and compliance.

For more information, visit [m-files.com](https://m-files.com).

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