

CASE STUDY OVERVIEW



Challenge

As a new but quickly successful design firm, Maxwell Palmer was being flooded with project work. However, they were having a difficult time hiring experienced production professionals to complete the projects.



Solution

Maxwell Palmer hired RCMS Group to provide construction drawing expertise handle the production work associated with Maxwell Palmer's highest-profile and most lucrative projects.



Results

After experiencing up to a six-month backlog in project work, RCMS Group helped Maxwell Palmer cut this backlog in half while significantly increasing project opportunities and company revenues.



Challenge

Maxwell Palmer was open for less than a year when the success of its initial work created a flood of new project requests. After failing to find experienced talent to take on these projects, the company outsourced this work to India. However, this India-based partner required Maxwell Palmer to spend a lot of time explaining what they needed, failed to meet Maxwell Palmer's high production standards and often submitted drawings past deadlines. As a result, clients were unhappy, Maxwell Palmer had to scramble to meet client project demands, and the company was unable to take on all of the project requests they received.

Solution

Maxwell Palmer partnered with RCMS Group to produce construction drawings for many of its most important and highest revenue-generating projects.

Results

RCMS Group produced higher quality construction drawings more quickly and cost effectively than Maxwell Palmer could do in-house or by outsourcing to India independently. And RCMS Group acted as a true partner by taking basic concepts from Maxwell Partners and translating them into high quality construction drawings.

As a result, Maxwell Palmer was able to focus on its core competencies – building and hotel design. The firm gave nearly all of its highest revenue-generating projects to RCMS Group and was able to take on all new projects that come its way, allowing for great revenue opportunities and helping to grow the company. And by getting the job done right the first time and on time, RCMS Group helped Maxwell Palmer help its clients meet project milestones.

Maxwell Palmer was so satisfied with RCMS Group's work and process of doing business that they recently formed a long-term relationship that will see RCMS Group take on nearly all of Maxwell Palmer's most prestigious projects.

