

contractcommunicator

collaborate > communicate > converge

C-COM

The complete construction
contract administration system

PRODUCT RANGE

C-COM is a **contract communication platform** which facilitates effective communication between all contracting parties on construction & engineering projects. It **generates/transmits notices, quotations, acceptances & rejections** with minimal effort in a controlled environment which **reduces the margin for error** & provides instant feedback to all parties.



Developed by technology company Contract Communicator in conjunction with leading construction law and contract specialists to help companies contract better, C-COM is a modern, easy-to-use, web-based solution utilizing the latest technology and proven to save you time and money.

Identify and manage risk collaboratively

Generate contractual documents in seconds

Simplify claims administration processes

Expedite and enhance cooperation between all parties

Reach agreement quickly and avoid costly litigation

Standardize and centralize record keeping

Detect contractual problems from site level upwards

PRODUCTS

THE C-COM SUITE OF COMPONENTS IS PACKAGED IN THREE DIFFERENT CONFIGURATIONS, AVAILABLE AS THE FOLLOWING PRODUCTS:

C-COM MULTI

C-COM Multi is the standard in real-time contract administration. It includes the full C-COM suite of components for use by several parties on a project.

C-COM SOLO

C-COM Solo is intended for use by the contractor only, it includes the full suite of C-COM components with a simplified version of the Events Manager which excludes an employer interface and real-time claims administration.

C-COM LITE

C-COM Lite can be used by one or several parties on any project. It includes the Site Diary, Requirements Schedule and Documents Manager components.

PRODUCT COMPARISON

	C-COM MULTI	C-COM SOLO	C-COM LITE
Risks Manager	●	◐	
Events Manager	●	◐	
Requirements Schedule	●	●	●
Site Diary	●	●	●
Documents Manager	●	●	●

Other conditions of contract

While C-COM Lite is suited to any contract conditions, C-COM Solo and C-COM Multi's Events Manager components target specific contract conditions. This brochure focuses on the NEC ECC contract, but the Events Manager also supports other contracts (including FIDIC). Speak to us about customization and support for bespoke contracts.

THE C-COM SUITE OF COMPONENTS

RISKS MANAGER

EVENTS MANAGER

REQUIREMENTS SCHEDULE

SITE DIARY

DOCUMENTS MANAGER



RISKS MANAGER

ENABLES EARLY RISK IDENTIFICATION AND COLLABORATIVE RISK MITIGATION

The key elements to managing risk on construction projects are early identification and communication between stakeholders. C-COM's Risks Manager facilitates this by enabling the identification, recording and communication of risks at various levels of the project.

The Risks Manager captures the anticipated impact and severity of the risks and permits the attachment of all supporting documentation. It then allows various parties to suggest risk reduction strategies.

The Risks Manager collates all risks in an easily searchable database. It effortlessly generates and transmits early warnings and generates risk registers for discussion at risk reduction meetings.

- Generates early warnings
- Calculates severity ratings
- On-demand risk register and early warning register
- Allows prioritization of risks
- Converts risks to events when they manifest

EVENTS MANAGER

ENABLES THE PROPER MANAGEMENT AND ADMINISTRATION OF DELAY/LOSS-MAKING EVENTS FROM START TO FINISH

Once circumstances arise on site which are likely to cause delay or economic loss to any of the parties, it is imperative that the circumstances and effects of the event are documented as and when they happen and that all information is distributed to stakeholders as quickly and efficiently as possible. It is in this realm that the contract invariably requires strict compliance with formalities which, if not adhered to, may cause a party to forfeit any rights it may have had.

C-COM's Events Manager allows for quick recording of events, specification of their anticipated impact and management strategies. It enables easy exchange of documents relating to events and allows for collaborative definition of event circumstances to streamline the capturing process.

NEC Compensation Event Administrator

Tracks, guides and reminds the contractor and project manager from notifying a compensation event through to implementation.

The NEC suite of contracts, for all its advantages, possesses what is probably the most challenging test of both parties' contracts administration. It requires compliance with a number of processes and often results in overwhelming amounts of documentation.

By programming the mechanics of clauses 60-65 of the NEC contract into C-COM's Events Manager, C-COM is able to provide a parameter-driven interface which is context-sensitive and advises parties what actions are required and warn them in advance when deadlines near.

Since all compensation event related correspondence is transmitted via C-COM, the system can provide up to the minute reporting on: outstanding quotations, approved extensions, price increases and more.

FIDIC Claim Administrator also available.

- Sends e-mail and SMS alerts for new events
- Allows searching by keyword, date, classification and more
- Links events to risks and early warnings
- Allows prioritization of events

- Generates compensation event notices
- Captures, transmits and manages all compensation event documentation
- Monitors time bars and reminds via e-mail and SMS
- On-demand compensation event register
- Built-in escalation workflow management

REQUIREMENTS SCHEDULE

TRACKS WHAT YOU NEED FROM OTHERS AND WHAT THEY NEED FROM YOU

The construction enterprise is a collaborative process. Within individual organisations and across organisations, people constantly need the cooperation of others to fulfil their duties. C-COM's Requirements Schedule is a collaboration tool for assigning tasks to individuals and monitoring the outcomes of these tasks.

The Requirements Schedule is split into two sections: "My To-Do List" and "My To-Expect list". By reviewing the lists regularly, users are able to easily stay on top of their responsibilities and requirements.

C-COM automatically adds and updates certain items on users' Requirements Schedules as particular circumstances unfold so it's always up to date.

- Manages your responsibilities and requirements
- Sends automatic reminders
- Monitors fulfilment and advises on appropriate actions

SITE DIARY

TRANSFORMS THE SITE DIARY INTO AN INVALUABLE TOOL FOR DETECTING RISK

Everyone involved in construction projects knows the value of regular, well-kept, accurate and comprehensive site diaries. They are the cornerstone of all good contract administration and the primary source of finding out "what happened".

Unfortunately site diaries often fail to live up to their potential value on account of being illegible, incomplete or lacking the required information. Hard-copy format further complicates extraction of information.

The C-COM Site Diary allows for direct online submission of independently configured site diaries for multiple locations, disciplines or subcontracts. A built-in approval system notifies users when their electronic signature is required and updates submitters when their site diaries are rejected.

Powerful reporting facilities allow immediate access to a variety of flexible reports with MS Excel export facilities. Management can setup personalized triggers to be notified via e-mail or SMS when particular circumstances are detected.

- Optimized for poor internet reception
- Features advanced search, collation and reporting facilities
- Allows online approval with workflow management
- Supports versioning of site diaries
- Captures Health, Safety & Environment data
- Personalized triggers detect special circumstances

DOCUMENTS MANAGER

SECURES AND CENTRALIZES DOCUMENTATION

Proper control of key documentation is a must for successful contract administration. It helps immeasurably if this documentation is accessible to all stakeholders regardless of their location.

C-COM possesses a robust, fully searchable document management system to maintain proper records of all documentation in an easy-to-use storage and retrieval system. It also provides an accurate record of when documents are created and transmitted to other parties.

The system captures documents, photos and videos and allows users to attach any of these to interparty transmissions made through C-COM, e.g. attaching photographs or other documents to a notice.

SERVICES

CONTRACT COMMUNICATOR PROVIDES THE FOLLOWING VALUE-ADDED SERVICES TO ITS CLIENTS

TELEPHONE & E-MAIL SUPPORT

All C-COM products come with free telephonic and e-mail support

ONSITE SUPPORT

Contract Communicator consultants come to you when necessary to provide assistance as required

CUSTOMIZATION

C-COM's architecture is such that it can rapidly be modified or extended. Contract Communicator programmers can customize C-COM to meet your unique requirements.

GROUP TRAINING

Additional training and workshops can be conducted on various C-COM related topics. Contract Communicator also performs the revolutionary Project Simulation Training Programme® in association with one of its partners.

SECURITY & ACCESSIBILITY

YOUR DATA IS SAFE WITH US

Data resides on our servers, all of which feature only the latest technology and are only placed in select datacentres which meet the most exacting standards, including: daily offsite backups, 24/7 monitoring, gas fire suppression and fully redundant power.

C-COM runs on servers with built-in redundancy, but further ensures maximum uptime and safety of data through implemented BCP (Business Continuity Plan) and DRP (Disaster Recovery Plan) measures.

All web-based interactions with C-COM are protected by 2048-bit SSL (Secure Socket Layer) encryption to prevent unauthorized access or interception of data.

Authorized users can access C-COM from anywhere in the world, all that is required is an internet connection and a browser.

IMPLEMENTING C-COM

C-COM is licensed on a per-contract or enterprise-wide basis. Enterprise licenses entitle the licensee to operate C-COM on all its contracts. Speak to us to find out more about enterprise licensing.

For per-contract licensing, our approach is as follows:

Once you've made contact with us, a Contract Communicator consultant will arrange to meet with you and prepare an implementation proposal detailing implementation and pricing specifics for the contracts you would like to run C-COM on. Once implementation details have been finalized, C-COM will be configured to the agreed parameters and readied for use within a week.

TRAINING

Training is provided to identified users as part of the implementation process. The system is easy to use and users are able to quickly realize the benefits C-COM offers.

LOCAL REPRESENTATIVES

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