DOCUMENT CRUNCH & HILL & WILKINSON

EMPOWERING EMPLOYEES WHILE CUTTING REVIEW TIME BY 75%

Hill & Wilkinson is a Texas-based general contractor known for delivering complex projects across healthcare, higher education, public sector, manufacturing, and special projects. The company first adopted Document Crunch to support its legal team in contract reviews. Recognizing its potential, Hill & Wilkinson, expanded its use to address challenges in both pre-construction and execution.

The Challenge

As a large organization operating across multiple divisions and geographies, Hill & Wilkinson faced challenges in scaling processes to create a unified client experience. Key issues included:

1 **Siloed Risk Reviews Across Doc Types:** Risk reviews occurred in silos with different methods applied to analyzing risk in RFPs, geotechnical reports, specifications, and contracts, which led to potential gaps in process and exposure.

2 **Knowledge Gaps Between Team Members:** Massive spec books and complex documents slowed onboarding and limited opportunities for employees to move between divisions, making it harder to build versatile teams and accelerate career growth.

3 **Secure Adoption of AI:** While AI offered the promise of faster learning and efficiency, leadership needed a closed-loop, secure environment that could deliver the benefits without compromising confidential documents or exposing client information.

> *"By using Document Crunch's checklists for RFPs, RFQs, geotechnical reports, specifications, and contracts, we're creating a consistent process that not only mitigates risk but also develops our people—helping team members get up to speed faster, transition seamlessly across project types, and advance their careers with confidence."*

Kristen Ortiz
Dir. of Project Controls
Hill & Wilkinson

The Solution & The Results

DOCUMENT CRUNCH & HILL & WILKINSON

DOCUMENT CRUNCH

The Solution

Document Crunch was initially implemented to reduce risk in document reviews, but it quickly become a **strategic tool** to address broader challenges by standardizing processes, supporting employee growth, and enabling secure adoption of AI across the company.

✓ COLLABORATIVE RISK REVIEW ACROSS CRITICAL DOCUMENTS

By adopting Document Crunch's out-of-the-box Checklists for RFP/RFQs, geotechnical reports, and specs along with Project Playbooks, the team established a standardized, repeatable process.

✓ REDUCED LEARNING CURVES

With Checklists built on subject matter expertise and the ability to Chat directly with documents, Document Crunch helps project teams navigate complex documents, build confidence faster, and onboard quickly, enabling smoother collaboration and exposure to different project types.

✓ SAFE ADOPTION OF AI

Document Crunch's proprietary CrunchAI™ is purpose-built for construction and designed with data privacy in mind, allowing Hill & Wilkinson to embrace AI confidently without risking confidentiality or exposing sensitive client info.

> "Just yesterday, someone compared our current way of **reviewing specs** for constructability, which normally took over four hours, but with Document Crunch it **only took about an hour**. In addition, there's a big benefit in how easily our teams can ask questions with the Chat. Even newer team members who may not know where to start can use the tool to get guidance, which has been really helpful."
>
> — **Kristen Ortiz**, Dir. of Project Controls, Hill & Wilkinson

The Results

STANDARDIZED RISK REVIEWS

Risk review can now be more collaborative and consistent across every project for RFPs, geotechnical reports, specifications, and contracts, reducing gaps in process and minimizing risk exposure.

FASTER ONBOARDING

Project teams and new hires can get up to speed in hours instead of days, locate info faster and use standardized processes that make it easier to transfer knowledge and move seamlessly across divisions.

INCREASED EFFICIENCY

Document reviews are 75% faster, freeing up time for higher-priority work.

CONFIDENT USE OF AI

Teams now review documents, ask questions, and collaborate daily with CrunchAI, accelerating workflows without concerns about data privacy or client information security.

Conclusion

By evolving from legal into project controls, Document Crunch has become a **strategic partner** in Hill & Wilkinson's growth. What began as a risk-reduction tool is now helping the company **standardize processes across divisions, accelerate employee training, and create consistent client experiences**. Perhaps most importantly, it has given Hill & Wilkinson a way to invest in its people: empowering team members to learn faster, take on new project types, and advance their careers with confidence.

Find out more and see it for yourself:
DocumentCrunch.com/demo