WESTLAND

WESTLAND CONSTRUCTION

Turning Weeks of Billing into Days

For seven years, James Streeter has sat at the center of Westland Construction's subcontractor billing operation. As Shared Service Manager, he oversees contracts, change orders, payment processing, and compliance across the company's three divisions — Education, Hospitality, and Global.

Westland isn't a small regional builder juggling a handful of jobs. The Utah-based, family-owned general contractor manages 55–60 active projects each month. On larger projects, the team processes 15–30 subcontractor pay applications per month; smaller jobs generate another 2–8 pay apps each.

That volume means hundreds of invoices, waivers, compliance documents, and approvals moving at once.

"When I started, everything was manual," James says. "Invoices came through email, contracts were paper-based, and we tracked everything in spreadsheets. My job is to make sure everything adds up and everyone gets paid correctly, but with that many moving pieces, it was a lot."

Three Weeks. 120 Hours. One Bottleneck.
The strain showed up most clearly at month-end.

"It was about as manual as you could get," James recalls. "We'd print emails, drop stacks of pay applications on project managers' desks for signatures, then enter everything by hand into the accounting system." Closing the books took **roughly three weeks — about 120 hours of work.** And that wasn't just a scheduling inconvenience. It delayed financial visibility, slowed reporting, and tied up valuable staff time in repetitive administrative work.

When Westland implemented GCPay alongside its ERP system, the shift was immediate. "Now we close in 2–3 days — roughly 16–24 hours. That's nearly an 80% reduction in time spent." The difference wasn't incremental. It was structural.

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James Streeter, Billing Operations

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GCPay automated data entry, approval routing, and subcontract tracking. Integration with Viewpoint Vista eliminated double entry and reduced errors at the source.

"Entering information manually into Vista used to be slow and prone to mistakes. With GCPay, the data flows directly and accurately. It's immediate, accurate, and reliable."

Instead of chasing paper and reconciling discrepancies, the team could focus on reviewing, validating, and moving work forward.

Bringing Order to Compliance

If invoicing was time-consuming, lien waivers were even more frustrating. "Before GCPay, waiver tracking was tedious and error-prone," James explains. "There was always back-and-forth, missing signatures, wrong templates, incorrect amounts."

Now, waiver templates are automatically generated based on project requirements. Subcontractors cannot submit a pay application until the waiver is complete and accurate.

That built-in control dramatically reduces risk.

"I rely on the audit trails for everything that's done in there," James says. "If someone has a question, I can point directly to what happened and when. It helps me field questions quickly and confidently. It's great that everything gets documented."

For a company managing projects across multiple states and jurisdictions, that level of visibility matters. It protects margins. It safeguards relationships. It builds trust internally and externally.

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Built for Real-World Construction Teams

Westland's project managers and subcontractors aren't sitting in offices all day. They're on jobsites.

"With GCPay, they can review or submit pay apps on a mobile device from the field," James says. "It's much easier than chasing paperwork."

The flexibility removes friction from the process. Subcontractors gain clear visibility into invoice status and approval progress, reducing confusion and unnecessary calls. And when they do need help, support is immediate.

"Both our team and our subcontractors call the same number. The average answer time is about 10 seconds — always a live person." Support is available via phone, email, and chat, with a fully bilingual team assisting Spanish- and French-speaking subcontractors.

"Subs love the chat feature because it's basically like texting to get help right away. They can pull it up on their phone while they're logged in and get answers fast." That accessibility reinforces adoption, not just for Westland's accounting team, but across the entire subcontractor network.

A Rollout That Stuck

Implementation could have been disruptive. It wasn't. Westland provided its waiver templates, and GCPay configured the system to match existing workflows. James' team of three — responsible for insurance compliance, contracts, and waivers — quickly adapted.

"After about a month, everyone was saying, 'We should have done this years ago.'" The consistency of support helped.

"If I send an email, I usually hear back in five to ten minutes. If I call, someone answers immediately," James says. "And they listen. Features we suggested have gone live. That makes it feel like they're invested in our success."

Instead of forcing Westland to change its processes, the platform aligned with them.

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Scaling Without Adding Staff

As Westland continues to grow across divisions and geographies, billing has stopped being the limiting factor.

"Without GCPay, we would have had to hire more people to keep up with growth," James explains. "Instead, we're handling more volume with the same team."

That efficiency compounds. Fewer errors mean fewer corrections. Faster close cycles mean earlier visibility into financials. Stronger compliance reduces exposure.

The administrative side of the business no longer slows down project momentum.

More Time. Less Friction. Greater Confidence.

For James, the most meaningful outcome isn't just speed — it's bandwidth.

"There's so much more my team does besides managing subcontractor billings," he says. "GCPay frees us up to focus on higher-value work while trusting that everything is accurate and compliant."

Instead of spending days buried in data entry, the team can concentrate on coordination, analysis, and proactive problem-solving.

"IT'S LIKE THEY'VE BECOME PART OF OUR TEAM," JAMES ADDS. "WE'RE ACCOMPLISHING MORE, AND WE JUST HAVE MORE TIME."

What began as a billing solution became operational infrastructure — enabling Westland Construction to scale confidently, protect its margins, and keep projects moving without administrative drag.

And for a company managing dozens of projects across multiple states every month, that shift makes all the difference.

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