



THE CONLAN COMPANY

Founded in 1987, The Conlan Company is a commercial general contractor headquartered in Marietta, Georgia, with additional offices in Texas and Florida. The company serves a diverse client base, from national retail developers and logistics companies to distribution/warehouse facilities and corporate office buildings. With active projects in more than 25 states, centralized and efficient processes are essential. Controller Trish Gordon, who has been with Conlan for over 23 years, has seen that growth firsthand. "I've really seen the evolution," she says. "We've grown into the company we are now."

The Challenge: Manual, Paper-Heavy Pay App Processing

Conlan typically runs over 100 active projects per month, each with 7 to 30 subcontractors. That means Trish's team handles between 700 and 1,000+ subcontractor invoices every month. Before implementing GCPay, their entire pay application process was manual and time-consuming.

"We were very, very old school," Trish explains. "They would either email or mail us their pay applications, and we would print and mail them out to job sites for approval. It could take three to four weeks just to get it back to input."

Missing invoices and constant follow-up calls from subs were part of daily life. "As we got bigger, we had more subs, and our accounting team is on the small side," she says. "We figured it would be easier for subcontractors to put in their own billings, and then we could just integrate them into our system."

After researching different platforms, Trish chose GCPay because of its ability to directly integrate with Viewpoint Vista. "We didn't want a system that wouldn't link to our ERP," she says. "A couple others couldn't integrate, so we didn't go further with them."

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GCPay + Viewpoint Vista: Paperless, Fast, and Fully Integrated

Conlan's full integration with Viewpoint Vista pulls in contracts and compliance info and pushes approved invoices directly into the ERP. Trish and her team can now import batches of 10, 20—or even 100—invoices at a time with a single click.

"Instead of taking 30–40 minutes to input 10 invoices, it takes 2 minutes," she says. "We've saved at least 2 weeks every month. That's serious time saved."

The routing and approval workflows are also fully customizable. With offices and approvers in multiple states, Conlan can tailor GCPay's automation to each project's location and structure.

"We've set up the approvers so that if something needs to come to Atlanta, even if it's a Texas project, we can adjust the routing," Trish explains.

Just as importantly, the entire process is now paperless. "We don't print anything anymore," she says. "It's saved us a lot of time, and a lot of trees."

Subcontractor-Friendly Usability

GCPay's subcontractor interface has worked well for Conlan's network, even those who were hesitant about new technology. "We work with a wide range of subcontractors, and most have been able to pick it up quickly," Trish says. "If they ever run into problems, we just give them the GCPay support number. They're always there."

Support was also key during implementation. "Our onboarding was seamless," Trish recalls. "We had a weekly meeting to go over everything, and someone to talk to directly about any problems. We picked it up quickly."



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Less Chasing, More Transparency

GCPay has also improved communication and accountability with subcontractors. “Now we don’t get phone calls from subs asking if we got their pay app. We can go in and tell them exactly when it was submitted, or if it wasn’t submitted at all,” she says. “It brings better transparency all around. They can see if something is sitting in review.”

The team can now enforce billing cutoffs more easily too. “If we’re billing an owner on the 25th, we can tell the subs they need to bill by the 20th. Nobody else can sneak in something after the fact,” says Trish. “When you’re talking about a million-dollar invoice, that really matters.”

Scaled for Growth - Without Hiring More Staff

Since implementing GCPay, Conlan has continued to grow its business, without adding more accounting headcount. “We probably would have had to hire more AP help to handle the volume if we didn’t have GCPay,” Trish says. “But we didn’t have to add staff.”

Instead of spending their days fielding calls and keying in invoices, the accounting team now has time to focus on strategic tasks like job closings, compliance, and reporting. “GCPay allows our accounting team to run Conlan better,” Trish says. “It lets us do the work we’re here to do.”

Final Word?

“I’ve been very happy with GCPay,” Trish says. “Customer service is always right there, for us and for our subs. When we’ve had any integration issues, they’ve been right there to fix them.”



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Trish Gordon, Controller