The Kroger Company

One-stop shopping.

With new store openings and major remodels every year, steady growth has always been a cornerstone of Fred Meyer's business plan. Lately, the company has been working to stay focused on its core competency—providing a full-service retail shopping experience—while improving its overall development and construction processes.

Problem. | The Fred Meyer team had no centralized place to collect and view information related to their entire portfolio of sites and buildings. They estimated they were spending 50% of their time on non-productive tasks such as sending duplicate faxes to multiple parties and browsing through binders containing hundreds of documents that all cross-referenced each other—with no guarantee, these documents were up-to-date or accurate.

In addition, their process for communicating the status of projects was slow and burdensome: An Excel spreadsheet was created at the beginning of each week, passed to all project managers (at two different architecture firms), and returned to the document's originator by week's end. Because the turn-around was so long, the information gathered was rarely timely or relevant.

Fred Meyer's overhead to manage this system was recognized as increasingly costly. They required a technology solution that guaranteed speed and uptime, but they lacked the resources to host and manage such a solution internally.

site|folio met and exceeded all of Fred Meyer's strict building program requirements.

We easily customized Fred Meyer's reporting to reflect their current processes and internal documents.

site|folio

Goals. | Provide a solution that:

1. Streamlines document distribution and communication of scheduling and construction changes.

2. Provides a centralized view of all current and historical information for a site and building.

3. Decreases response time to all time-sensitive communications.

4. Provides documented accountability for actions by users within the system.

5. Is easy to use and easy to implement.

We continue to partner with Fred Meyer to train and implement new functionality, creating greater internal efficiencies.

Solution. | **site**|folio worked closely with the key leaders at Fred Meyer to develop a comprehensive Program Management plan to give them more control of their building process and lessen time spent on administration. Multiple architects, contractors, vendors and Fred Meyer departments can now access **site**|folio to view and edit information associated with their interrelated tasks. All parties now have real-time access to standardized reports outlining the status of projects at both the portfolio- and project specific-levels.

Users manage all aspects of their project through **site**|folio - from critical issues, documents, photos, change requests and contracts (to name a few) to creation and distribution to notification. To ensure accountability, every visit or notification by a user is tracked and displayed for each item in the system.

Finally, **site**|folio created a custom module that allows Fred Meyer to effectively distribute changes to all active and future projects. From a centralized "dashboard", the owner (such as the director of design construction) distributes and monitors responses to change requests across their entire portfolio. Architects receive change requests at the project level and notify the owner/issuer of their course of action by posting updates in **site**|folio. This process increased the efficiency of its participants by approximately 75%.

As our work with Fred Meyer shows: We don't just provide software, we design business solutions.

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