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***TRO/The Ritchie Organization, an ENR Top 400 design firm, was founded in 1909. TRO is a private, closely-held, 200-person architectural, engineering, interior design and planning firm headquartered in Boston.***

They have regional offices in Birmingham, Sarasota, and Memphis, as well as alliance offices in Beijing and London. Their services include master planning, space program-ming, architectural and interior design, engineering, and real estate asset management.

Their clients span the healthcare, industrial, corporate, and institutional markets. TRO is organized around design studios, each one focused on a market-specific specialty, with a number of projects occurring simultaneously within each studio.

They value the synergism of an interdisciplinary design approach and offer clients the advantage of comprehensive in-house services: architecture, engineer-ing, interior design, and planning. Project review and collaboration are encouraged across studio and design discipline boundaries, to improve outcomes and provide educational opportunities for their staff.

Respect, teamwork, integrity, and uncompromising professional ethics are at the core of their practice philosophy. They work with clients to define a standard of excellence that responds to their client’s unique needs with flexibility, imagination, and the highest quality design services.

#### **THE NEED**

As is the case with many businesses, the TRO staff has had to become more efficient and versatile. They no longer have the luxury of having a single individual who is dedi-cated to just setting up and maintaining specifications.

According to S. Jay Sweeney, an architect/specification writer with TRO, “Before SpecLink, keeping headers and footers consistent, maintaining the proper format for duplicated product data and printing out final specifications was very difficult with a dedicated person handling it. It was even more difficult without a dedicated person.” TRO’s philosophy of excellence permeates every aspect of their business. They wanted their specification writing process to have the same high level of quality as their architectural design, planning and other services. They knew SpecLink could help them maintain this.

## THE SOLUTION

TRO started using SpecLink in 1998. They selected SpecLink because they saw it as a way to help them consistently manage their projects and maintain product updates. Says Sweeney,

**“The ease of copying the office master into individual projects and then turning required sections ‘on’ and ‘off’ saves so much time. Because the system is so easy to understand, it significantly cuts down on the errors and omissions common to previous methods.”**

This is especially important when multiple people are working with the specifications. Sweeney continues, “Reviewing project status is simplified by the global view – being able to see the entire project helps us better manage the project. And the automated reference standards are helpful by not only saving time required to obtain the correct standard, but also in providing a source and a crosscheck for new standards that need to be investigated.” The process of creating, maintaining and printing specifications can be time consuming. While a main benefit of SpecLink has been to help TRO produce consistent, up-to-date specifications, it has also given them significant time-savings on average of 40%.

## THE OUTCOME

The time-savings aspect of SpecLink became very apparent when TRO worked on a group of projects for one of their healthcare clients. Sweeney recalls these projects, “They were all interior infill spaces and had the same basic construction requirements. Many of the projects, however, were located in buildings of varying construction types.

The contract requirements and general requirements were nearly identical for all projects, and the core set of specification projects were identical.” Using SpecLink, TRO was able to easily select and deselect specification sections as needed, copy the project information and update the product data over the extended life of the multiple projects.

**“With many of the projects going on at the same time, we were able to remain confident that each project was being tracked separately and completed on time. Our entire spec writing process was greatly simplified by Spe-cLink!”** word processing program, they can be more efficient using the software.”



# SpecLink

Find out more about how your company can benefit from SpecLink by contacting our experts at [SpecLink.Sales@RIB-Software.com](mailto:SpecLink.Sales@RIB-Software.com), 1-888-273-7638, or by visiting [www.bsdspeclink.com](http://www.bsdspeclink.com).