Spitfire Project Management System has been a great solution for Touchstone CPM! After searching, reviewing, and analyzing several project management software systems, it became obvious that Spitfire could meet the needs of our company as well as assist in the delivery of services to our clients. The system can be easily customized to meet our individual and unique processes and procedures to be able to manage our projects and provide customized reporting to our clients as they require. Having used the system for over six years, Touchstone is happy to say that Spitfire continues to exceed our expectations and accommodate our ever changing needs in the construction industry.

One such change that Touchstone has experienced is our delivery system to clients (going from Agency CM Delivery Method to an At-Risk Delivery Method). In doing so, the change management process had to be completely revised and several applications had to be merged into one process. It was very different from that of what was originally implemented. That was particularly challenging for Spitfire and the Touchstone staff as we were all exploring new and uncharted territory. However, Spitfire embraced our new, and very unique, proposed delivery system and I am happy to say it is working great for us. In addition, we still have the option to utilize our original change management process as well.

Spitfire Project Management Systems customizations are very user friendly. Customizations have allowed for certain forms that we are required to use (per the client) to be integrated into Spitfire. In addition, we are able to customize all of our coversheets when routing documentation to the project members. The utilization of Microsoft applications within the system has allowed the manipulation of data inside and outside of Spitfire. Customizations are endless in Spitfire…one of the many reasons why it has worked so well for our needs.

Spitfire's support staff is wonderful and feel we could not ask for anything more! As referenced above, Spitfire is more than willing to assist in any way they can to meet the demands of changing times in our industry. They hold free monthly webinars to continue to educate their clients and show the many benefits Spitfire can provide to their clients. In addition, they are very quick to respond to any issue we may be having and thoroughly provide an answer with screenshots and an explanation that is helpful for future similar questions. In addition, before a case is closed out, they often follow up and make sure we are satisfied. We are very thankful to have a support staff that responds to our needs and understands the many times we need quick answers; we are very pleased with response times and how they continue to accommodate that need.

I feel Spitfire is a complete Project Management System. They provide so many options and customizations to meet the needs of the industry today. In addition, their knowledgeable staff and their willingness to assist their clients are amazing. I am very happy that Touchstone CPM chose Spitfire for their project software needs!

Sincerely,

Jamie Trombley
Project Controls Manager