

Suffolk Construction Integrates AI Into Core Business Processes to Enhance Operational Efficiency

One of the 20 largest construction firms in the country substantially increased operational efficiency using AI, handling over 40M transactions per day with a success rate of 99%.

“We had three criteria for an integration platform: scalable and reliable, easy to learn and use, and cost effective to implement and maintain. Boomi hit the mark for all three.”

Dinesh Singh
Director of Enterprise
Application and Architecture,
Suffolk Construction

Business goals

Recognizing the critical need for a modern integration solution, key company stakeholders evaluated several platforms based on criteria six criteria. The solution needed to provide:

Ease of Learning and Ease of Use: Boost quick adoption with an intuitive UI

Implementation and Maintenance Costs: Be cost-effective without the need for extensive resources.

Scalability and Reliability: Support future growth while maintaining high performance

The Boomi Enterprise Platform emerged as the top choice, demonstrating exceptional real-time adaptability and user-friendliness during the evaluation phase. Dinesh Singh, Director of Enterprise Application and Architecture at Suffolk Construction, noted how Boomi seamlessly handled real-time modifications and complex integrations during the proof of concept sessions.

Technology challenges

Suffolk Construction's data was spread across various on-premises and cloud-based applications that could not exchange data effectively. This resulted in:

Inefficient Data Entry: Employees had to manually input the same data into multiple systems, leading to redundant work and errors.

Data Inconsistencies: Unconnected applications created data discrepancies, making it difficult to maintain a single source of truth.

Inadequate Reporting: Generating actionable insights from project reports was nearly impossible, damaging strategic planning and decision-making.

Wasted Time: Team members spent excessive time on mundane tasks instead of focusing on core strategic activities.

Limited Scalability: Existing systems did not support the company's growth aspirations, especially for expansion into new sectors or geographic markets.

How Boomi helped

The integration solution for Suffolk Construction, powered by Boomi, supports multiple data authentication types and includes pre-built connectors for on-premises and cloud applications. The platform also offers robust security, including secure data access and reliable APIs.

In addition, Boomi provided the foundation for:

- **A Finely-tuned Integration Architecture (IA):** A simple, clear, straightforward design addresses current operational needs as well as future demands.
- **Aligning IA With AI Goals:** Synchronizing origin system data and identifiers ensured all AI models and applications operated with consistent and accurate data.
- **AI and Advanced Analytics:** Clean, integrated data positioned Suffolk to leverage AI and advanced analytics for better decision-making and risk management.
- **Market Expansion:** The scalable infrastructure supported Suffolk's growth into new sectors and geographic regions.

Results & business outcomes

Supported by the Boomi platform, Suffolk Construction's journey into AI-driven operational efficiency showcases the critical role of integration architecture. With Boomi, the company streamlined current operations while increasing its infrastructure's ability to:

- **Handle Massive Data Throughput:** 180+ GB of data throughput daily, equivalent to 120,000 Harry Potter books in digital form.
- **Manage Large Transaction Volumes:** 40 million transactions per day with a success rate of 99%, ensuring reliable and efficient data operations.
- **Centralize Exception Reporting:** Consolidating error and exception data allowed Suffolk Construction to quickly address discrepancies and continuously implement process improvements.

CUSTOMER SPOTLIGHT

Industry & Market	Construction
Headquarters	Boston, Massachusetts
Employees	2,600
Revenue	\$6B (2023)
Key Integrations	<ul style="list-style-type: none">• Procore• CRM Dynamics• Oracle EBS• ServiceNow• Dataverse

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Boomi is clearly committed to making its platform a one-stop shop for data and AI needs. The current offerings around integration, API management, data management, and AI are impressive, and Boomi's plans for the future are even more promising.”

Dinesh Singh

Director of Enterprise Application and Architecture, Suffolk Construction

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