



RIVERSIDE HOMEBUILDERS ENHANCES PROFITABILITY & OPERATIONAL EFFICIENCY WITH BUILDERMETRIX™

BuilderMetrix provides Riverside with unprecedented access to near real-time business data, giving them deeper insights into project performance and enabling smarter decision-making across all levels – from C-suite executives to field teams.

About Riverside Homebuilders

Riverside is a third-generation homebuilder whose success can be attributed to their deep commitment to customer satisfaction and building homes that meet the highest standards of quality and care. Based in Fort Worth, Texas, Riverside develops single family communities across North Texas.



“BuilderMetrix transformed our reporting - replacing Excel with dynamic Power BI dashboards. It didn't just upgrade functionality; it centralized everything, freeing us from clunky Excel workflows.”

– Scott Jacobson, Operations Analyst,
Riverside Homebuilders

THE CHALLENGE:

MAKING TIMELY, DATA-DRIVEN DECISIONS WITH MANUAL, STATIC REPORTS

Since 2014, Riverside has successfully managed purchasing, scheduling, warranty, and more with Constellation's [BuildTopia](#), a web-based construction management software. As their business grew, they sought deeper insights to drive smarter decision-making. To benchmark performance, they manually exported data from BuildTopia into Microsoft Excel to create complex reports on Warranty, Job Cost, Scheduling – a process that was time-consuming, repetitive, and prone to errors.

These reports required constant updates, making them time-consuming and difficult to maintain. Moreover, Excel-based reports were not easily accessible across the organization, limiting visibility for key stakeholders. As a result, the Riverside team struggled to make timely business decisions as they lacked access to key performance indicators (KPIs).

THE SOLUTION:

ANYTIME ACCESS TO LIVE BUSINESS REPORTS AND BENCHMARK DATA

In 2023, at Constellation's annual Build Smarter conference, Riverside attended a session on [BuilderMetrix](#), a decision-support tool that delivers accurate, near real-time financial and operational data from live ERP systems. They learned that BuilderMetrix seamlessly integrates with [NX™](#), [NEWSTAR™](#), BuildTopia, and [FAST®](#) – as well as third-party ERP systems.

After a few demos and discussions, the Riverside team knew that BuilderMetrix would be a game-changer for their business.

Constellation collaborated closely with Riverside to understand their business objectives to determine which out-of-the-box and custom reports were needed. Early buy-in from key internal stakeholders and end users helped refine these reports, making them both impactful and actionable.

Today, anyone at Riverside – including executives, builders in the field with boots on the ground, and community managers – can log in to BuildTopia and view their data via a dashboard that links to BuilderMetrix. They can see at a glance how each homebuilding division is performing, compare framing costs against local, regional and national builders, and assess whether recently delivered homes are above or below market average.

BUILDERMETRIX REPORTS USED BY RIVERSIDE

- Average Warranty Cost Per Closing
- Net Warranty Cost and Backcharge Trend
- Warranty Ticket Activity on Closed Homes
- Open Tickets by Warranty Manager
- Warranty Payments by Project
- Warranty Payments by Supplier
- Percentage of Homes Completed On-Time
- Percentage of Milestones Completed On-Time
- Weekly Job Completions
- Vendor Purchase Order % Monthly Average
- Vendor Purchase Order Amount by Variance Code
- Vendor Purchase Order Amount by Region Trend
- Vendor Purchase Order Amount by Project
- Vendor Purchase Order Amount by Construction Manager
- Prospect Type Distribution (walk-in, web lead etc.)
- Company Website and Realtor Traffic
- Gross Sales and Cancellation Count
- Prospect Traffic Count



THE RESULTS:

SIGNIFICANT IMPROVEMENTS TO SCHEDULE TIMELINES, AND COST SAVINGS

BuilderMetrix has provided Riverside with deeper visibility into completion times, scheduling, and field variances → leading to measurable improvements.

↑ **24.2%**

**Increase in
Homes Completed
On-Time**

↑ **13.5%**

**Improvement in Project
Milestones Completed
Ahead of Schedule**

↓ **72%**

**Reduction in
Warranty Cost
Per Closing**

“BuilderMetrix has been a game-changer, helping us streamline reporting and improve efficiency across the board.”

– Scott Jacobson

About Constellation HomeBuilder Systems

Constellation HomeBuilder Systems is a leading provider of software and services in the building industry. Their innovative software solutions, available as standalone or integrated systems, empower builders with information to drive business objectives and simplify the process of building homes and condos. Constellation HomeBuilder Systems is part of the Perseus Operating Group of Constellation Software Inc., an international provider of market-leading software and services for specialized industries, which is traded publicly on the Toronto Stock Exchange (TSX:CSU).



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