



Codell Construction's Web-Based Communications Provide Project Updates & Customer Satisfaction

Name: Codell Construction

Internet:
www.codellconstruction.com

Products/Services:
Architecture/Building

Location:
Winchester/Clark County

Leadership:
David Codell, President
James Codell, Vice President
Richard Scott, Vice President
and Chief Financial Officer

Employees: n/a

Founded: 1906

Reach: Primarily Kentucky

Innovative Insight: *"Codell offers project-specific Web pages so everyone involved in the project, such as the end-user, subcontractors and others, can see the status of a project."*

Advice for Growing Companies: *"Know your customers. Make your customers desires the No. 1 priority at all times, and you will find success."*

Way Internet Has Made You More Competitive: *"The Internet enhances our business communications like no other system before."*

Ways to Continue to Attract Best Workers: *"Offer a competitive benefits package. A well-constructed company on a path to growth can sustain its employee base for years to come."*

WINCHESTER, Ky. — Founded in 1906, Codell Construction has worked throughout the world on various types of construction projects. Codell has always remained committed to satisfying its clients by completing projects on time, within budget, and in a quality manner.

According to James Codell IV, the founder's great grandson and Vice President of Codell Constuction, "meeting these objectives is largely a result of a clear focus on the bottom line, a willingness to keep everyone informed about where any given project stands and meeting the customer's desires."

"One of the innovations our firm has adopted in recent years has been its use of the internet as a communications tool. We offer project specific web pages where we can set up a web site for a project, so everyone involved in the project, such as the end-user, sub-contractors and others, can see the status of any given project. It enhances communications among all parties like no other system before."

The result: at any moment, customers, subcontractors, lenders and others interested in the project can, at a glance, see the project's status. Clients and project participants are allowed access to the web pages via a secure portal at the company's web site.

"This is the kind of innovation we like to put into place to help our business continue to thrive," Codell says. "And that goes back to the motto of 'do what your customer want.' Our customers have indicated this is the kind of communication they want to have, and we've delivered."

Listed among the "Top 400 Contractors" by Engineering News Record, the company diversified its operations to include construction management. Codell is a diversified contractor with the ability to meet the needs of clients on a variety of project types, including new construction and renovation of education facilities, courts facilities, correctional institutions, health-care facilities, convention centers, community centers, sports facilities, office buildings and other municipal buildings.

Codell Construction has indeed delivered hundreds of such projects, from the Boone County Detention Center to the Hopkinsville-Christian County Conference Center to projects at Shearer Elementary School and Transylvania University. Currently, construction is under way at the Cumberland County Justice Center, another project operated by the Winchester company.

"Over the years, we've become known as a leader in construction," Codell says. "We get plenty of word-of-mouth support in referrals, and I think that is what sets a good business apart from others. Success comes from the praise you receive from your customers."

James Codell offers sage wisdom coming from a fourth-generation construction company owner whose great-grandfather founded the business more than one hundred years ago. "If you keep your focus on your customers' needs, you will succeed. If you don't, watch out."

About KY 120:

In the fast-paced world of technology-driven business, it should be recognized that best practices can be studied and emulated. As a part of the [connectkentucky](#) initiative, CITE is profiling business initiatives in each of Kentucky's 120 counties to identify lessons learned on the path toward successful and sustainable innovation.

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