



## Kimes Engineering Case Study

### TRANSFORMING OPERATIONS WITH CUSTOM SALESFORCE SOLUTION

#### CLIENT OVERVIEW

**Kimes Engineering** is a rapidly growing civil engineering firm based in Central Florida, specializing in engineering reports and foundation inspections for real estate professionals, builders, contractors, and property owners. With a reputation for clear, reliable documentation and fast turnarounds, Kimes has become a trusted name across a wide range of projects from single-family homes to commercial developments.

As their client base and project volume expanded, Kimes Engineering (Kimes) partnered with **Pepper Punch®**, the custom software division of Torch Designs®, to streamline and scale their internal operations.

#### CHALLENGE

Kimes Engineering historically managed client projects using a patchwork of **SharePoint folders and email threads**, which created several pain points:

- Time-consuming and error-prone **manual workflows**
- Difficulty **tracking project status** and ensuring nothing was missed
- Repetitive document handling where addresses and stamps had to be applied manually
- No centralized view of incoming work or document approvals
- Limited visibility into task prioritization and team workload

Given the highly regulated nature of their work—where every engineering document must be stamped with the **property address, engineer's seal, and signature**—Kimes needed a smarter, more scalable system.

#### PEPPER PUNCH SOLUTIONS

##### ✓ Salesforce-Based Project Management System

Pepper Punch designed and deployed a **custom Salesforce solution** tailored specifically to Kimes' engineering and approval workflows. Core functionality includes:

- **Email-to-Intake Queue Integration**  
Client emails automatically route into a Salesforce queue, where the team can triage requests and convert them into formal quotes.
- **Electronic Quote Authorization**  
Quotes are created and sent directly from Salesforce. Clients can **review and authorize quotes electronically**, significantly accelerating project initiation.
- **Automated Document Stamping**  
Engineering documents are automatically stamped with the **correct property address**, ensuring consistency and reducing manual errors.
- **End-to-End Project Tracking**  
Each property and job is tracked in Salesforce from intake through completion, ensuring **no project falls through the cracks**.
- **Prioritized Work Queues**  
The Kimes team can now work from **intelligent queues** that prioritize tasks based on urgency, stage, or role—maximizing productivity and accountability.

#### ✓ **In-Progress: Certified Electronic Signatures via DocuSign**

Pepper Punch is actively working with both **county officials and DocuSign** to enable **certified digital signature capabilities** directly within Salesforce. Once complete, engineers will be able to apply compliant seals and signatures to official documents without leaving the platform.

## RESULTS (TECHNICAL IMPACT)

- **Improved Accuracy:** Automated stamping ensures every document contains the correct address, seal, and metadata.
- **Faster Turnaround:** Electronic quote approvals and workflow automation reduce delays and manual steps.
- **Teamwide Visibility:** A centralized dashboard shows every project's status, allowing managers to quickly reassign or prioritize as needed.
- **Scalable Infrastructure:** As Kimes grows, Salesforce will grow with them—no more duct-taped folder systems.

## CLIENT FEEDBACK

Tony Kimes of Kimes Engineering has expressed strong satisfaction with the system and is actively partnering with Pepper Punch on the next round of improvements. The solution has already made a measurable difference in internal efficiency, client communication, and operational control.

## LOOKING AHEAD

With the foundation in place, Pepper Punch will continue to collaborate with Kimes Engineering to:

- Launch the customer-facing intake portal
- Finalize certified digital signature implementation
- Expand automation for notifications, approvals, and compliance tasks
- Enable real-time project analytics and SLA tracking for internal performance management