

Masters of Complexity

HICAPS SPECIALIZES IN TAKING ON COMPLEX PROJECTS THANKS TO THE SKILLS OF ITS PEOPLE AND THE DEPTH OF ITS EXPERTISE. **BY CHRIS PETERSEN**

All construction projects are complicated in their own way, but certain types of projects stand out as being more technically involved than most. No matter how complex the project is, however, having people with the proper level of construction expertise is the key to ensuring a successful process. That is why clients have turned to HICAPS for more than 30 years, according to Principal and Vice President Peyton Fairbank. He says the North Carolina-based firm has made its mark by working with clients in some of the most technically demanding sectors in the construction industry, and those clients often turn to HICAPS for help in managing multiple projects.

"We deal with very sophisticated customers who understand construction and build a lot of projects," Fairbank says. HICAPS has been doing this for its customers since 1984, when Dan Hood and Wayne McGee founded it as a project control and scheduling firm. Over time, HICAPS grew into a construction management firm, helping to represent owners in the design, construction and post-construction phases of their projects. As the company continued to grow, it added construction management at-risk capabilities, as well as work in design/build general contracting. Today, the company also includes telecommunications and building diagnostics services in its suite of offerings.

Fairbank says HICAPS' expertise makes it a highly sought-after consultant for projects in the medical and higher education sectors, and these are typically clients with multiple construction projects under development at one time. Fairbank says the company's commitment to delivering the highest level of quality possible and the strength of its internal team has made HICAPS one of the most trusted firms in its field, and should continue to drive the company's success well into the future.



» HICAPS takes pride in working in some of the most technically demanding sectors of the industry.

Full Service

One of HICAPS's greatest advantages is the depth and breadth of its service, which allows the company to serve as a prime contractor or subcontractor and serve a broad scope of clients ranging from government agencies and manufacturers to educational institutions or hospitals. For all of these clients and no matter how HICAPS serves them, the company says it provides innovative project controls and a wide selection of project management, construction or engineering solutions. "As a multifaceted firm with specialties in construction management, telecommunications and building diagnostics, HICAPS prides itself on our team's knowledge of emerging developments, including sustainability issues, along with marketplace dynamics," the company says.

The reason HICAPS can accomplish so much for its clients is because of the strength it has in its staff, according to

HICAPS

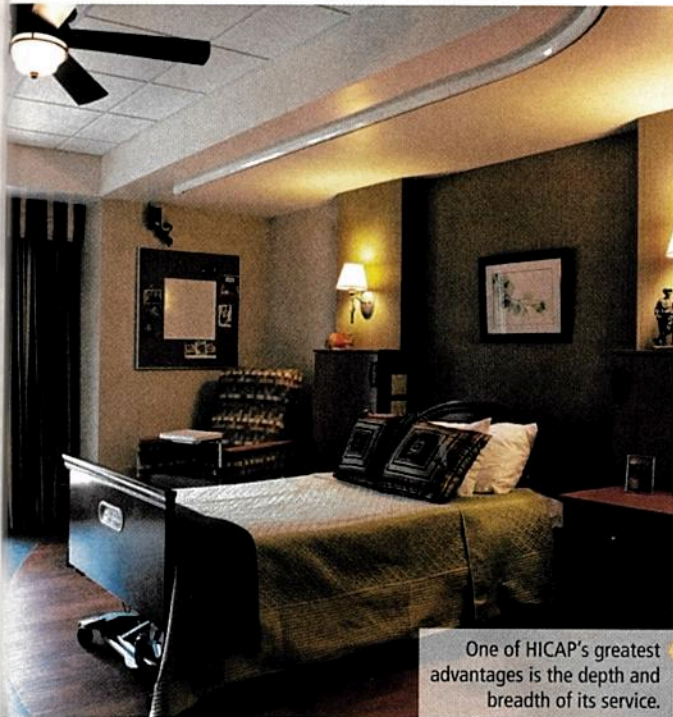
www.hicaps.com

- 2013 revenue: \$27 million
- Headquarters: Greensboro, NC.
- Employees: 44
- Specialty: Construction management services

"We deal with very sophisticated customers who understand construction and build a lot of projects." —Peyton Fairbank, vice president

Fairbank. "We have a very high quality of project managers, engineers and superintendents," he says. "Our administrative staff is top-notch."

HICAPS knows it has to hire only the highest-caliber professionals because only the best professionals can offer the range of service HICAPS has become known for



One of HICAP's greatest advantages is the depth and breadth of its service.

providing. Fairbank says the company requires its staff to be knowledgeable and flexible. "At any point, a project manager can be managing a design/build project and at the same time he's selling construction services as a consultant," Fairbank says.

Ongoing Trends

With the complexity of what HICAPS brings to the market, Fairbank says the greatest challenge facing the company today is making sure clients and potential clients are fully aware of everything it can do. He says the value HICAPS provides for its clients is greatest when the firm is brought onto a project as early as possible, and so the company makes great efforts to ensure that its clients understand what HICAPS can do for them no matter what they need. Fairbank says that in recent years, there has been a longer gestation period for many projects, leaving a longer period between the awarding of a contract and when construction actually begins, which creates difficulties for HICAPS but nothing beyond its capabilities.

As far as positive trends in the industry, Fairbank says HICAPS' capabilities in building diagnostics has made the current trend toward greater sustainability a good development for the company. As a trusted provider of building diagnostics services such as air quality tests and energy audits, Fairbank says HICAPS is benefiting from the attention many clients are paying to energy efficiency and other sustainability concerns as far as their buildings are concerned. He says more owners are factoring the ongoing operational cost of their buildings into the design process, not just the construction costs. As this trend continues and as long as the company continues to offer the highest-quality service in its other areas, Fairbank says HICAPS stands to remain a fixture in the marketplace for the foreseeable future. ♦



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