



CUSTOMER STORY

Procore Technologies Integrates MHC Into Industry- Leading Construction Management Platform

Accelerates the generation and delivery
of personalized project documents to
external stakeholders—at scale





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Procore is the leading global provider of construction management software, helping builders manage complex projects, automate workflows, improve efficiency, and keep every stakeholder aligned from pre-construction to close-out. That alignment depends on the flow of accurate, timely, and branded documents—contracts, compliance packets, drawings, change orders, invoices, and financial documents—and on the ability to produce them quickly, precisely, and aligned to strict formatting, data accuracy, and localization requirements.

The Challenge: Easily Customizable Documents for Thousands of Customers

As Procore's customer base expanded, document generation became more than a volume problem—customers wanted the ability to communicate with their customers, contractors, and business partners in highly specific ways via their construction project documents and communications.

The company needed a robust and dynamic, data-driven document engine to apply project-specific details to thousands of unique output formats. Their customers required fast, intuitive ways to make changes independently to manage communications with their stakeholders.

Specifically, the solution needed to:

- **Enable governed flexibility** by allowing customers to tailor their communications—applying nuanced, recipient-specific language—using company overrides and configurable core document templates.
- **Guarantee accuracy** with precise pagination, fonts, barcodes, layouts, and required legal language.
- **Integrate seamlessly** into Procore's platform to enable document generation without slowing construction workflows.



Industry:
Construction
Management



Customer since:
2012



Size:
17K+ customers;
4K+ employees



Location:
HQ in the United
States; Global
Operations



Solution:
MHC NorthStar CCM



Document Types:
Contracts,
invoices, change
orders, work
orders, inspection
forms, and more

The Solution:

MHC NorthStar CCM

Procore embedded **MHC NorthStar CCM** into its platform—enabling Procore customers to configure their documents to reflect unique builder-specific content with speed and scale.

Key capabilities include:

- **Rules-Based, Configurable Templates:** Conditional logic allows templates to self-adjust and deliver required content. Customers can easily edit and update documents to reflect their specific needs.
- **Automated Template Selection:** For each document request, Procore's software dynamically selects the appropriate template, delivering the right brand identity and legal language without sacrificing speed.
- **Standards-Based Rendering:** MHC's engine produces digital and print-ready, PDF/A-compliant documents—critical for construction, financial, and compliance-heavy workflows.

Key Benefits & Results

MHC's embedded capabilities deliver key benefits to the Procore platform:

- ➔ **Self-Serve Template Editing:**
Enables customers to apply changes and frees Procore's engineering team to focus on enhancing their platform and driving innovation.
- ➔ **Governed Agility:**
Enables customization without custom code or template sprawl by using project, company, and custom data fields as overrides. Procore maintains centralized control while supporting customer-level personalization.
- ➔ **Scale Without Bottlenecks:**
Handles large files, complex layouts, and high volumes of documents. The customer-specific workflows remain responsive—even during peak activity—across tens of thousands of customer-specific templates, plus hundreds of Procore data-driven standard templates.
- ➔ **Flexible Implementation:**
Decouples document composition from output, enabling Procore's product team to evolve authoring tools without disrupting active customers. Advanced authoring and composition solutions—such as those offered by MHC—can be adopted as future needs arise.
- ➔ **Pixel-Perfect Accuracy:**
Guarantees exact pagination, font fidelity, barcodes, and brand elements for compliance and communication efficacy.



Use Case:

Document generation within Procore's platform, driven by configuration and tailored to the unique construction and financial needs of their customers



Business Impact: **Delivering Greater Customer Value at Scale**

Today, Procore supports over 17K customers, manages more than \$1T in construction volume, and generates 365M+ document pages annually.

This exceptional scale requires robust processing, governance, and change control without creating bottlenecks—made simpler through Procore's partnership with MHC.

Conclusion

By embedding **MHC NorthStar CCM**, Procore has enhanced its industry-leading construction management platform, allowing builders to stay focused on building. The platform provides a scalable, governed, and standards-based foundation that empowers Procore's global customer base to streamline document communications every day, while helping the company support continued growth in the future.



Take the Next Step Toward Scalable, Configurable Customer Communications

See how **MHC NorthStar CCM** can help you deliver precise, high-volume documents with the flexibility your business users need—without adding complexity to your core platform.

Contact us today to schedule a personalized demo of MHC NorthStar CCM >>>