



[ CASE STUDY ]

## Partnering for Success: Christian Brothers Automotive's Nationwide Franchise Development with Autodesk Construction Cloud



**Christian Brothers  
Automotive**

FIRM SIZE

< 500

FIRM TYPE

Owner's  
Representative

FOCUS AREA

Franchise  
Development  
Automotive  
service &  
repair  
facilities

TOOLS



SOLUTIONS



Implementation  
& Setup



Training &  
Enablement



Digital Transformation  
Consulting



Support  
Services

IMPACT

- ✓ Improved Project Visibility
- ✓ Standardized Workflows Across Teams
- ✓ Centralized Data Access

ABOUT CHRISTIAN BROTHERS AUTOMOTIVE

Founded in 1982, Christian Brothers Automotive is a national automotive service franchise built on a mission of integrity, transparency, and care. Guided by the principle "Love your neighbor as yourself," the organization has grown from a single repair shop in Houston, Texas into a nationwide operation with locations across 31 states.

What sets Christian Brothers Automotive apart is its unique approach to development and construction. Unlike traditional franchise models, the company maintains an internal development and construction team that manages the entire building process, from land acquisition and design coordination to construction and final turnover.

# Operating at Scale: The Complexity Behind the Growth

**Christian Brothers Automotive's development team operates as an owner's representative, overseeing the delivery of new locations each year.**

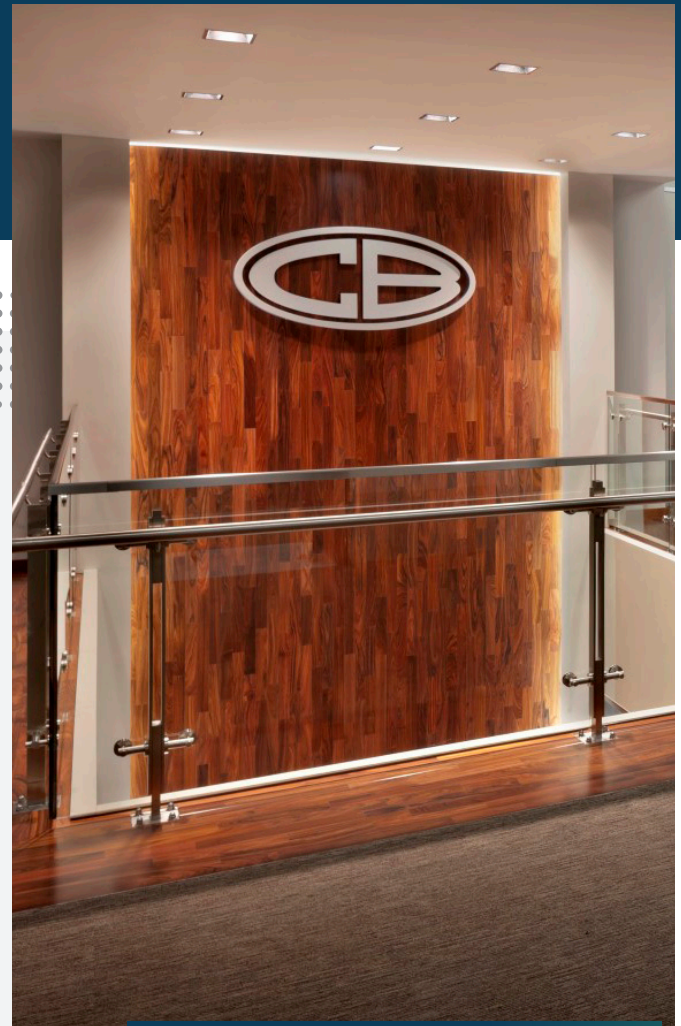
Led by Michael Suttle, Chief of Development, and Derek Betzer, Director of Construction, the team is responsible for managing every project from preconstruction through turnover—while coordinating a large, geographically dispersed network of external partners.

For each new location, the team works closely with architects, civil engineers, geotechnical consultants, general contractors, project managers, and superintendents across multiple states simultaneously. Maintaining alignment across this many stakeholders requires a high degree of coordination, visibility, and consistency.

“All communication lives in the platform – the GC, consultants, and our internal team. There’s no question about versions, no missed follow-ups, and no breakdown in communication.”

**Derek Betzer**

Director of Construction  
Christian Brothers Automotive



To support repeatable delivery, Christian Brothers Automotive builds from a set of standardized facility prototypes, including nine-bay linear buildings, ten-bay linear buildings, and ten-bay “turtle” configurations with office space flanked by service bays. While these prototypes provide a consistent foundation, every project must be adapted to local site conditions, municipal requirements, regional building codes, and contractor-specific workflows.

This operating model balancing standardization with flexibility introduced significant complexity at scale. As an owner's representative rather than a general contractor, the team needed a construction management solution that could be configured to their unique processes, provide clear financial and project visibility, and be easily adopted by a diverse mix of external partners across the country.



## The Challenge: Managing Complexity Without Losing Control

As Christian Brothers Automotive continued to expand its national footprint, the development and construction team faced increasing challenges managing projects at scale. With dozens of active builds underway at any given time, relying on disconnected tools and manual processes made it difficult to maintain real-time visibility across budgets, schedules, and documentation approved.

Project information was spread across emails, shared drives, and spreadsheets, creating inefficiencies and increasing the risk of errors or miscommunication. Change orders required manual tracking and reconciliation, slowing approvals and making it harder to understand their financial impact across the full project portfolio.

Additionally, as an owner's representative working with a rotating network of external general contractors and consultants, the team needed a system that could be quickly and consistently adopted on every project. Without standardized workflows, each new build introduced variability in how information was shared, tracked, and approved.

## The Solution: Standardizing Construction Operations with Autodesk Construction Cloud

To bring greater visibility, consistency, and control to its construction operations, Christian Brothers Automotive adopted Autodesk Construction Cloud as its centralized construction management platform.

Autodesk Construction Cloud provided a single source of truth for project teams, consolidating critical information—including drawings, RFIs, submittals, budgets, and change orders—into one connected platform. This allowed the development and construction team to monitor project status and financial performance in real time across all active locations, regardless of geography.

“What we’re chasing is excellence. Autodesk Build has significantly added to the excellence we’re building with and given Derek and his team the tools they need. Our goal is to continue to chase excellence, be stewards of the franchisees we have, and turn the keys over to a beautiful building on a beautiful lot that we developed. Autodesk Build is tremendously helping us improve how quickly we get to excellence with every location.”

### Jacob Steele

Vice President of Development  
Christian Brothers Automotive

“We’re saving at least 15 to 20 minutes per change order. When you multiply that across multiple change orders and dozens of active projects, that time adds up quickly.”

**Derek Betzer**

Director of Construction  
Christian Brothers Automotive

## The ARKANCE Impact: Configuring Technology Around the Owner’s Representative Model

While Autodesk Construction Cloud provided the foundation, ARKANCE played a critical role in ensuring the platform was configured to support Christian Brothers Automotive’s unique owner’s representative operating model.

From the beginning, the engagement went beyond a transactional implementation. ARKANCE partnered closely with the development and construction team to understand their internal processes, approval structures, and financial controls, working alongside them to optimize Autodesk solutions around how projects are actually delivered.

A major area of impact was financial visibility and change order management. What had previously been a manual and time-consuming process was transformed into a centralized workflow with real-time insight into budgets and cost impacts. With Autodesk Build configured by ARKANCE, the team gained confidence that all financial data—budgets, changes, and approvals—lived in a single, transparent platform.



By leveraging Autodesk Build and Cost Management, the team established standardized workflows for managing construction activities while maintaining the flexibility needed to accommodate different contractors, regions, and site conditions. Automated approvals, notifications, and version-controlled documentation helped reduce manual effort and minimize the risk of miscommunication.

Equally important, Autodesk Construction Cloud made it easier to onboard external partners consistently from project to project. With clear processes and centralized access to information, general contractors and consultants could quickly align with Christian Brothers Automotive’s expectations—improving collaboration while reducing administrative overhead.



To further support consistency and adoption across projects, ARKANCE collaborated with Christian Brothers Automotive to develop standard operating procedures (SOPs) and a General Contractor Quick Start Guide. These resources helped standardize workflows, reduce administrative bottlenecks, and enable external partners to align quickly with expectations on every project.

By aligning technology with process and prioritizing partnership over implementation, ARKANCE helped transform Autodesk Construction Cloud into an operational platform that supports consistency, financial clarity, and scalable growth.



## Results & Looking Ahead

With a centralized construction platform in place and workflows configured to match their owner's representative model, Christian Brothers Automotive has created a more predictable, efficient approach to delivering new locations nationwide.

Standardized processes, improved cost transparency, and streamlined collaboration have reduced administrative friction and enabled the development team to manage projects with greater confidence—without adding complexity as volume increases.

As the organization continues to expand, Christian Brothers Automotive is positioned to support growth with systems and partnerships designed for scale, consistency, and long-term success.

“I’m extremely happy where we are, and I thoroughly believe we’re still just scratching the surface with Autodesk Build. I highly recommend this product for an owner’s rep, because it has tremendously helped us with our internal and external workflows, efficiency, reducing errors, and become a true hub for everything you need.”

### Jacob Steele

Vice President of Development  
Christian Brothers Automotive



Want to learn more about transitioning to Autodesk Construction Cloud? **Our team is here to help you identify the right solution for your business.**

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