

# MATRIX SERVICE SETS NEW STANDARDS FOR INDUSTRIAL CONSTRUCTION

Case Study

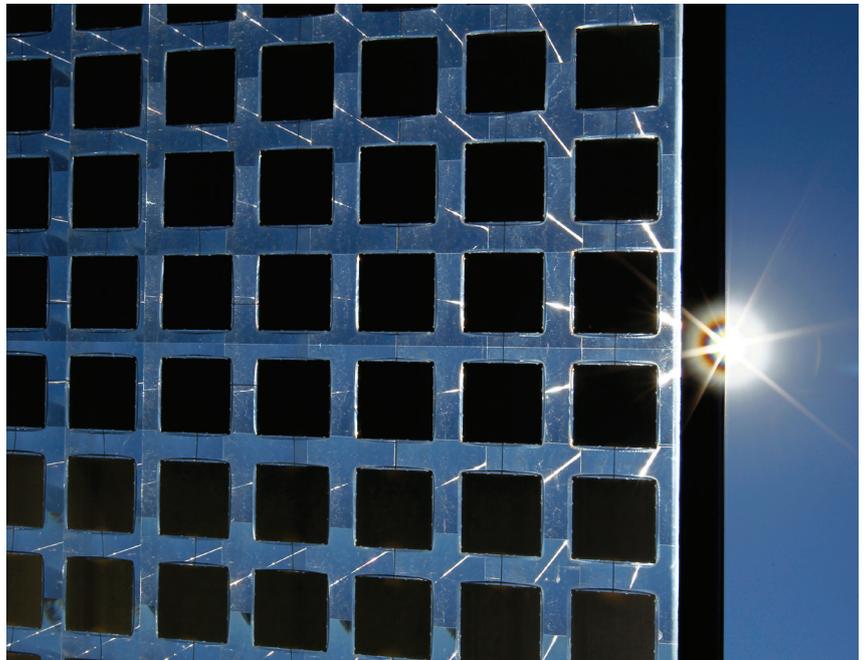
TECHSTREET ENTERPRISE



## SUMMARY

**Matrix Service Company provides full-scope engineering, fabrication, construction, repair and maintenance services for industrial clients throughout North America and South America. With hundreds of team members relying on paper copies of industry codes and standards, Matrix Service turned to Techstreet Enterprise to streamline their information distribution process so teams could be confident they were working from the most current standards available.**

In 1984, Matrix Service was a small startup company specializing in above-ground storage tank construction. Today, it's one of the top-rated full service industrial contractors in the nation\* with an emphasis on upstream and downstream petroleum, refining and petrochemical, mining and metals, and power and energy-related projects. As Matrix Service's reputation for quality, service and safety has grown, so has the scope and complexity of its projects. In a typical week, thousands of the company's employees can be found at sites across the United States, Canada and South America working on projects including turnkey and specialty construction, design, fabrication, specialized repair and maintenance services, material handling and industrial cleaning.



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*"For our organization, the single most important benefit of Techstreet Enterprise is the ability to quickly access necessary standards with complete confidence that employees are utilizing the latest versions—thereby avoiding potential errors and improving productivity."*

*- Kenneth Erdmann, VP of Engineering  
Matrix PDM Engineering*

As a part of their work, Matrix Service team members—designers, engineers, welding experts, construction specialists, safety professionals and quality assurance experts—routinely consult industry standards. The standards and codes referenced by each team include ASME, API, NACE, ASTM, ASCE, ACI and others. With nine locations and hundreds of simultaneous projects, it grew daunting to provide teams the information they needed accurately, quickly and reliably, and the information distribution process was often problematic.

\*2012, "Top 400 Contractors," *Engineering News Record*



"We used to purchase individual documents, distribute them to our field offices and then send out updates as needed," says Ken Erdmann, Vice President of Engineering for Matrix PDM Engineering, who served as the Director of Engineering for Matrix Service through 2011. "At times, it was a complete nightmare. Also, it got to be a very large annual expense, in part because so many field teams were buying their own duplicate hard copies. Despite our best efforts, there was always a concern that employees could occasionally use outdated standards, resulting in potential cost and schedule overruns."

In 2003, Matrix Service began using Techstreet Enterprise, then known as Techstreet Subscriptions. With online access to 12 sets of industry standards, Matrix Service has eliminated those problems. "Techstreet has added a great deal of organization to our technical standards," said Erdmann. "The entire process has been streamlined. Information is available from one convenient source, and teams are always working with the most current version of the industry standards they need." And what about the response from employees? "At first people were somewhat slow to abandon paper copies in favor of electronic PDFs in a web-based environment," Erdmann said, "But as more employees began using Techstreet, momentum grew. It wasn't long before we were getting calls to add people to the user list. In fact, we still are."

## LESSONS LEARNED

### Share information through a central system.

Large teams collaborating in multiple locations require readily accessible information. Techstreet Enterprise provided Matrix Systems with efficient, company-wide access to current standards for faster and better decision-making and improved safety, quality and compliance.

### Adjusting to a new system takes time.

Although it took Matrix Service employees time to grow comfortable with electronic standards instead of paper copies, they found the new system more advantageous as evidenced by the company's growing user list. Giving employees time to adjust encourages them to find ways of incorporating the new process into their workflow in a way that will be most successful for them.

*To learn more about Techstreet Enterprise, visit [techstreet.com/subscriptions](http://techstreet.com/subscriptions).*

"The entire process has been streamlined. Information is available from one convenient source, and teams are always working with the most current version of the industry standards they need," said Kenneth Erdmann, VP of Engineering, Matrix PDM Engineering.

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# CDM SMITH STREAMLINES GLOBAL COLLABORATION

Case Study

TECHSTREET ENTERPRISE



## SUMMARY

CDM Smith provides full-service consulting, engineering, construction and operational services to government, business and industry clients. Headquartered in Cambridge, Massachusetts, the company found it inefficient and costly to send updated standards to employees in offices and worksites around the world. Techstreet Enterprise provides immediate access to the most current standards online, keeping employees across the globe on the same page.

If you haven't heard of CDM Smith, chances are you've seen or read about many of its design, engineering and construction projects. From water purification facilities in the Kingdom of Jordan and wastewater treatment systems in Manitowac, Wisconsin to design-build projects on U.S. military bases and state-of-the-art university classrooms and labs, CDM Smith addresses every project challenge with an emphasis on integrity and sustainability.

With over 5,000 employees at worksites around the world, CDM Smith poses a unique set of challenges to information specialists like Stacie Cohen. As the company's library manager, Cohen is responsible for providing industry standards for a vast range of applications. "As a corporate information resource, we have to meet the needs of environmental engineers, mechanical engineers, geologists, civil engineers, chemical engineers,



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*"Techstreet Enterprise is an excellent fit for us. Our engineers can access industry standards in PDF from desktops or laptops, any hour of the day, in field offices or at project sites. Accuracy, which is their biggest concern, is assured by automatic updates. And, of course, the time and cost savings are appreciable."*

*- Stacie Cohen, Library Manager  
CDM Smith*

air quality specialists, biologists, architects, urban planners, toxicologists and a host of other professionals. They can be working anywhere from Maine to Mozambique. And every one of them needs immediate access to the latest, most accurate industry standards," Cohen explains.

Providing manual updates to CDM Smith's field offices around the world proved to be extremely costly in time and dollars. In 2004, the company decided to test Techstreet Enterprise, then known as Techstreet Subscriptions, by offering employees



online access to Hydraulic Institute (HI) standards. "We were targeting a relatively small group of engineers widely dispersed around the world," Cohen notes. Feedback was so positive that CDM Smith added the AWWA manual set as well. Not long after, the company also began offering the online standards for ASCE, ICC and NFPA at the request of engineers in other disciplines and divisions.

"Techstreet Enterprise is an excellent fit for us," says Cohen. "Our engineers can access industry standards from desktops or laptops, any hour of the day, in field offices or at project sites. Accuracy, which is their biggest concern, is assured by automatic updates. They also appreciate the PDF formats, which are fully searchable and make it easy for them to drill down to the precise information they need. And, of course, the time and cost savings are appreciable."

## LESSONS LEARNED

### Start small.

Change is difficult when no one supports it. CDM Smith identified a small "market" of engineers to test the benefits of Techstreet Enterprise, and its success soon had other divisions requesting access to other standards. Starting small allows you to tweak the process to create early success, generating push and influential buy-in from other parts of the company.

### Automatic updates assure accuracy.

CDM Smith's diverse workforce has one thing in common – the need for accurate standards. Techstreet Enterprise provides a two-tier solution that addresses this concern: automatic updates and redline documents, which enable employees to quickly and easily compare changes from the current and previous versions.

*To learn more about Techstreet Enterprise, visit [techstreet.com/subscriptions](http://techstreet.com/subscriptions).*

"In our company, Techstreet Enterprise is widely used across a variety of disciplines. The online access, clean formats, automatic updates and easy searchability have resulted in significant cost and time savings," said Stacie Cohen, Library Manager at CDM Smith.

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# DELTA FAUCET COMPANY FOCUSES ON DYNAMIC INNOVATION

Case Study

TECHSTREET ENTERPRISE



## SUMMARY

**Delta Faucet Company is one of the largest U.S. manufacturers of residential and commercial faucets. A wholly owned subsidiary of Masco Corporation, Delta is known for innovative design engineering and stylish, well-crafted fixtures that comply with detailed manufacturing standards. Techstreet Enterprise made those standards more readily available to Delta's designers and engineers, allowing the company to continue its legacy of innovation and industry leadership.**

For more than half a century, Delta products have been an integral part of homes and commercial venues from hotels and restaurants to schools and offices. In 1954, the year it was founded, Delta introduced a revolutionary single-handle ball valve design that set a new standard for the industry. Since then, the company has continued to innovate while building a global reputation for reliability and workmanship.

In a typical year, Delta engineers will develop as many as 30 new designs, all of which must meet a long list of manufacturing standards, most notably those of the National Sanitation Foundation. In addition, existing products are constantly being evaluated, updated and improved to make them more appealing and competitive, a process that also requires compliance with various industry standards.



REUTERS

*"People used to call me constantly asking where the standards were. It was a logistical nightmare. Now they can simply sit at their desk and log in. I know that, wherever they are, they're getting exactly the information they need. And Techstreet's automatic updates are saving us a huge amount of time."*

*- Sally Remedios, Manager of Product Compliance  
Delta Faucet Company*

"This is an extremely dynamic business," says mechanical engineer Sally Remedios who directs Delta's Product Compliance Department. "The focus is always on new and better designs. Product development is a complex team process that involves design engineers, compliance professionals, testing and quality assurance specialists, manufacturing personnel and the company's marketing department. So everybody needs to be well informed every step of the way, particularly in the area of compliance."



“Standards are absolutely vital to our work,” Remedios says. “They assure that every product meets national health and safety specifications. They also help level the playing field in terms of competitors and provide regulators and customers with a vital measure of confidence.” At one time, Remedios and her staff were spending long hours copying and updating industry standards, then making sure that hard copies were available to employees in key locations. That included engineering departments, testing labs and marketing units at corporate headquarters in Indianapolis as well as manufacturing plants in Tennessee, Oklahoma, Canada and China.

Online access has changed all that. Today, a large portion of Delta’s most widely used standards are accessed via computer, including those from CSA, IAPMO and NSF. And Techstreet has been vital to that transition. “People used to call me constantly asking where the standards were,” Remedios recalls. “It was a logistical nightmare. Now they can simply sit at their desk and log in. I know that, wherever they are, they’re getting exactly the information they need. And Techstreet’s automatic updates are saving us a huge amount of time.”

#### LESSONS LEARNED

##### It’s never too late to innovate.

With companies like Delta Faucet, innovation is clearly in its DNA. But even Delta needed a better way for their engineers and designers to access codes and standards. Techstreet Enterprise helped streamline Delta’s standards-checking process so they can continue to set the pace in their industry.

##### A managed solution saves time.

Copying and updating standards manually put a strain on the company’s resources. With automatic updates, Delta employees can quickly access the latest standards and know they are meeting changing compliance requirements.

*To learn more about Techstreet Enterprise, visit [techstreet.com/subscriptions](http://techstreet.com/subscriptions).*

“The convenient online format—coupled with automatic updates—has saved us a huge amount of time,” said Sally Remedios, Manager of Product Compliance at Delta Faucet Company.

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# GLOBAL SURGICAL MANUFACTURER ENSURES A POSITIVE PROGNOSIS

Case Study

TECHSTREET ENTERPRISE

## SUMMARY

**A global surgical manufacturer of minimally invasive surgery (MIS) products needed a seamless solution that enabled quick access to specific standards, ensured the standards included all updates, and provided easy-to-understand, comprehensive usage reports. To meet their requirements, the company chose Techstreet's web-based subscription platform, Techstreet Enterprise, to streamline standards management with powerful search and notification capabilities, easy-to-use workflow tools, customized content sets and on-demand usage reports. As a result, the company now provides fast, easy access to standards across its organization with real cost savings.**

The company's flagship product enables surgeons to perform delicate and complex operations through a few tiny incisions with increased vision, precision, dexterity and control. Given the perfection required to build such life-altering mechanisms, accurate and up-to-date standards must be delivered to different departments throughout the entire development process. The company subscribes to 11 different standards catalogs from AAMI, ASQ, ASTM, BSI and others. These are used in design, engineering, quality control, regulatory practices and manufacturing.

Before working with Techstreet, the company faced several challenges with its previous supplier. For example, the company did not receive timely update notices, so their staff had to perform additional searches to be certain new versions had not been released. Furthermore, usage reports were hard to procure and difficult to understand. The company's document controller wasn't sure who was using specific standards, and which standards were not being used.



*"The Techstreet team was great to work with right from the start. A representative walked us through all of the standards we currently used, then tailored a subscription service based on our actual needs. They even helped us find new cost saving opportunities."*

*- Senior Manager, Document Control*

Finally, the former subscription provider included whole blocks of standards the company didn't need, but which the supplier insisted would save the company money when bought in bulk. As it turned out, the company ended up with hundreds of standards they never used, but still paid for. And because the service was complicated for users, many staff members relied on other sources for their standards.

With the above issues unresolved, the company began to search for a more suitable standards subscription service. Several companies were considered, but Techstreet was the only one to effectively address the company's key challenges. An added bonus was an exceptional level of customer service that was not only responsive, but also helped them find new cost-savings.

With Techstreet's powerful search functionality, users can quickly locate the exact standards they need. One-click access to document previews, historical documents, addenda, errata and redlines makes it clear when and how a standard has been updated. In addition, Techstreet makes it easy to increase productivity with flexible notification capabilities, such as custom alerts and update reports that provide instant access to new and updated standards in the company's subscription.

Unlike the complex usage reports that were difficult to procure from the previous provider, the Techstreet interface provides on-demand usage reports that are easy to use and available 24/7. This allows the company's directors greater visibility into how their employees and departments use the service, providing greater transparency and ROI. For added flexibility, the reports can be exported, saved and shared with other departments to facilitate billing and auditing.

Subscriptions to standards are typically sold individually or in packaged blocks, by publisher. However, with Techstreet's subscription service, this manufacturer is able to weed out documents they don't need and build their own customized blocks with content they actually use. Again, the usage reports makes this easy to do. And with Techstreet BuildingBlocks, content can be added on the spot, without having to call customer service or process payment requisitions.

Techstreet's easy-to-use web interface is a big hit with the company's staff. According to the document control manager, "Some employees didn't want to use the previous provider's site. They preferred to go directly to the publisher's site and download from there. Now everyone in the company—seasoned engineers and recent hires—are using Techstreet. We've recognized greater efficiency, cost savings, and increased use since deploying the Techstreet solution."

## LESSONS LEARNED

**The importance of good reporting.**

For any subscription service, reporting is key. Clear and concise data is available on-demand 24/7, in easy-to-read Techstreet reports. With this service, the company can understand its usage and get a better handle on the costs associated with managing a robust standards subscription service.

**Make it easy for users.**

It's a simple rule: If a system is too difficult to use or understand, people are not going to use it. Techstreet's fast, user-friendly web interface ensures that those who need access to their subscriptions are met with a quick and easy way to read, download and share documents.

**Choose standards subscriptions based on your needs.**

Who wants to pay for content they don't use? Techstreet let the manufacturer choose standards, so the company can tailor subscriptions to only pay for what they need, even when the same standard is shared by different publishers.

**Customer service is paramount.**

Even if you deploy a powerful subscription service, poor customer service can quickly reduce the value of your investment. The responsive, experienced representatives at Techstreet helped the company tailor a subscription service to fit the company's needs, and provides support long after the sale.

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