**MATRIX PDM
ENGINEERING**

Matrix Service sets new standards for industrial construction

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.

2012, "Top 400 Contractors," Engineering News Record

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.

"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.

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Kenneth Erdmann, VP of Engineering, Matrix PDM Engineering

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**

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