



Integrated Value

**What the CSIA Offers to Integrator Firms
and the Companies that Hire Them**

**Why certification
makes sense for integrators 3**

**Industry vendors voice
their opinion on certification 6**

Audit process description 8

Best practices and benchmarks 10

Auditors are available to help 12

Unique insurance programs 14

an Advertising Supplement to

**CONTROL
ENGINEERING**

Certification: Why it's the Only Way To Go

As more end-user companies gain an understanding of the value of CSIA certification and how they directly benefit by working with CSIA-certified members, many integrators find that achieving certification has become an increasingly important hurdle that must be crossed to participate in bidding work for many clients. Consider Glen Lawson, currently an engineering manager at Starbucks Coffee Co., Minden, NV. Between his work at Starbucks over the last year and the many years he was at Weyerhaeuser as a plant manager and specialty group manufacturing manager, Lawson has worked on numerous projects that required contributions from outside integrators.

Some of the outside integrators have been CSIA-certified and some have not. "It all boils down to methodology," Lawson said. "I know certified integrators follow a specific thought process and structure. They provide documentation that's above the grade and do things in a specific manner. With a certified integrator, I know the job will be done right."

Lawson knows that this is not the case with all integrators, however. "Sure, there's that guy working out of the back of his truck that may charge less, and you may think he's doing a good job at the time, but what about when something goes wrong? I don't have that same level of trust with him that I do with certified integrators. Plus, fixing that integrator's mistakes costs money. In my opin-

ion, it's better to spend it up front and get it done right the first time."

First-hand experience taught Lawson just how wrong things can go. He's been called in to evaluate projects and troubleshoot problems after uncertified integrators' work had been done. "That's when it's really apparent if an integrator has not followed any kind of thought process or structure," he said. "There's a big gap in documentation and it makes it that much harder to fix. Certified integrators are more disciplined in this respect and they bring a full skill set to every job."

With such a high price tag associated with industrial systems integration projects—from the hardware and software involved to the production costs affected positively or negatively by the project's outcome—it makes little sense to gamble on a non-certified integrator. By going through the stringent audit process to become certified, integrators have put the necessary business practices and processes in place to ensure outstanding results for their clients.

The knowledge that a business has achieved certification provides peace-of-mind and confidence for end-users.

"If I don't see CSIA-certified in the proposal, red flags go up," Lawson said. "Certification is incredibly valuable to me because I don't have time to worry about costly glitches. You really do get what you pay for."

Advertisement



Upgrade Your Allen-Bradley® Logix System

With the WAGO-I/O-SYSTEM and our predefined RS-Logix™ 5000 Add-On Instructions, upgrading your Logix system with functions such as stepper or DC motor control, serial communications, power measurement, and vibration monitoring is both cost effective and easy.

- Supports ControlLogix®, CompactLogix®, and DriveLogix® controllers
- Integration with RS-Logix™ 5000 is as simple as import, click and insert into your code (supports relay logic and structured text)
- WAGO Bus-coupler support for DeviceNet™ and EtherNet/IP™

Register for your "free" Add-On Instructions and start upgrading your Logix system today at: www.wago.us/add-on

Or contact technical support
at **1-800-346-7245**

*All trademarked names used herein are the property of their respective owners.



CSIA Partner Members Speak Out on the

At the end of the day, both system integrators and CSIA Partner Members (vendors) want nothing more than for their customers to be satisfied. They strive to provide sound solutions through their quality products and services, and they work hard to maintain a positive image in the eyes of their customers so those customers keep coming back.

It's no wonder then that many vendors are quite particular about the system integrators they work with to carry out their automation system projects. "It's really about reducing risk," said Mark Moriarty, manager of system integrator/solution provider programs at Rockwell Automation. "It's extremely important that the system integrators we're working with don't misrepresent or misuse our products or technologies in any way."

What can vendors do to ensure that their technology is represented properly? Many say they have aligned themselves with CSIA-certified system integrators. GE Fanuc Intelligent Platforms is one such vendor.

"The CSIA certification process documents operational elements such as configuration management and quality as well as root business processes that are the foundation of long-term company viability. GE Fanuc appreciates CSIA certification as substantive documentation that an integrator can effectively deliver today and, more importantly, will continue to deliver

sustainable contributions to our mutual end-clients well into the future," said Glenn Graney, global leader, solution provider programs at GE Fanuc Intelligent Platforms.

Moriarty continued, "We can do all sorts of things to make sure integrators are technically capable with our products, but CSIA certification gives us common standards under which successful integrators work.

"We know certification drives customer satisfaction. Certified integrators have better business, financial and general management systems; and they use proven project methodology," Moriarty said.

For a business to become certified, all aspects of its operations are thoroughly reviewed by an independent auditor. The audit includes more than 76 criteria covering all aspects of business performance, including general management, strategic planning, human resources, project management and methodologies, project development life cycles, technical management and infrastructure support activities, quality assurance processes, finance, and business development. Vendors know that when they're working with a CSIA-certified integrator, the CSIA Best Practices are being followed and the Benchmarks are being met.

Roger Manus, industry business value chain segment manager at Schneider Electric had this to say about CSIA membership and certification: "It is very important for us to align ourselves and our end-user customers with best-in-class part-



Watch Your Business Grow

Learn more at www.controlsys.org

INTEGRATORS

Join more than 300 integrator company members around the world that focus on industrial control systems, manufacturing execution systems and plant automation. Our members have the application knowledge and technical expertise for sales, design, implementation, installation, commissioning and support. CSIA Integrator members benefit from . . .

- A proven **package of successful system integrator business practices**, management training, insurance programs, peer interaction, business referrals, networking opportunities, marketing support and free legal consultation.
- The **Best Practices and Benchmarks Library**, an invaluable system integrator-specific guide for operating and managing a successful, profitable system integration business.
- Our landmark **Certified Member program**, considered the industry standard for quality integration.

PARTNERS

Partner members are manufacturers of industrial automation and control hardware/software products. CSIA Partner members benefit from . . .

- Aligning their business with top system integrators
- Opportunities to promote themselves and educate integrators about their products
- Web site listing and hot link



Control System Integrators Association | 22 N. Carroll St., Ste 300, Madison, WI 53703 | (800) 661-4914 | f (888) 581-3666 | www.controlsys.org

Value of Certification

ners to fulfill their total solution needs. Therefore, when we are choosing our partners in the marketplace, we must make absolutely sure that they reflect the professionalism, talent, and business capability that our customers need.

"If those partners are carrying the banner of CSIA membership and particularly CSIA certification, we feel very confident that those partners can successfully fulfill our goals and ultimately provide an industry-best solution to our customer base. CSIA certification specifically carries a greater dimension of assurance that our partner integrator will enhance the customer's experience."

It's crucial to vendors that their integrator partners are in it for the long-haul. The vendors trust the system integrators with their reputation, so they need to feel confident and secure with how they're represented.

Certification provides that level of trust because vendors know that certified integrators have processes at-the-ready to handle escalation of issues. They have testing and quality-control procedures in place. Their business is viable. They're going to be there if there's a problem, and they're going to represent the vendor's products and technologies well.

Graney puts it this way: "The success of the end-user is based not only on the technical competency of the integrator, but also on their ability to support the entire life cycle of the implementation. CSIA certification is clearly a reflection of that greater ability to be a sustained partner for the complete process."

Standards today are high at every level. Vendors must be able to count on their integrator partners to successfully deliver their technology from start to finish. Certification is the key to making sure the job is done right. Rockwell's Moriarty can vouch for that: "Our experience has been that we get called in to solve problems far less when a certified integrator is engaged than when one is not. We greatly reduce our risk by using a CSIA-certified integrator."



Plant Floor-to-Computer Data Exchange that Manufacturing, IT and the CFO Can Agree On

eATM® data appliances minimize the costs and time for setting up controller-to-computer data transactions. They let you easily select, configure and move data between plant floor controllers and computer systems – all without having to buy a PC, software and endure the added costs of programming and maintenance.

Just snap the appliance into an Allen-Bradley® controller and connect to a computer by Ethernet. In no time at all you can be using this versatile appliance to simplify tasks such as tracking and tracing, batch recipe or bill of material downloads, machine and robot configuration and more – all without programming.

It all adds up to a low-cost, easy way to exchange data. See for yourself, visit our web site for a **video demo** or call us about qualifying for an **evaluation unit** today.

800-625-8678 • www.oldi.com



Bridging the Gap

Online
DEVELOPMENT INC.

© 2009 Online Development Inc. All Rights Reserved. All trademarks are the property of their respective owners. ON-0626-CE

CSIA Authorized Certification Auditors

Tom Droog
American Systems Registrar
5989 Tahoe Drive
Grand Rapids, MI 49546
(888) 891-9002
tom@asrworldwide.com

Brian Mullen
Exotek
2115 Bleams Road
Petersburg, NOB 2HO
Ontario, Canada
(519) 634-1101
bmullen@exotek.com

Don Roberts
Exotek
265 Westcourt Place
Suite 505
Waterloo, N2L6E4
(519) 886-6400
donroberts@exotek.com

Description of the Audit Process

The following is a summary of the general steps that should be followed to become a certified member of the CSIA.

1. Upon becoming an associate member of the CSIA, you will have access to the necessary documentation to support the certification process.
2. Contact a CSIA-approved auditor for a current copy of the blank Audit Report and to acquire information on their fees and auditing process. (See contact box information at left.)
3. Review the CSIA Best Practices & Benchmarks document, using the blank Audit Report as a guide to the requirements for certification.
4. Conduct an internal self audit utilizing the Audit Report.
5. Take any corrective actions necessary to prepare for a formal certification audit.
6. When ready, schedule an audit with the selected CSIA-approved auditor.
7. Complete and sign a services agreement for the audit (provided by auditing company).
8. Collect any documented evidence required for the audit.
9. Make sure a signing authority and a support person will be present for the audit.
10. CSIA-authorized auditor performs the audit.
11. If the integrator passes, CSIA will be notified of the pass.
12. If passed, the CSIA will notify the integrator of their certification status.
13. If the integrator does not pass, the results stay only with the integrator and the auditor. The auditor will determine if a complete re-audit is required or if a partial re-audit can be done remotely.
14. A separate service agreement will be required for any re-audit.

◀ *Eduardo Acosta from Omnicon S.A. victoriously holds his certification plaque high during the 2009 CSIA Awards Banquet in May. Omnicon became the first Colombian system integrator to obtain certification status.*



▲ *EKB Group's Mark Van Leuven and Remko Kappert celebrate their certification with CSIA Executive Director Bob Lowe. EKB Group is based in Zoetermeer, Netherlands.*



▲ *Jim Campbell (Viewpoint Systems Inc., Rochester, NY), Bob Zeigenfuss (Avanceon, Exton, PA), and Dean Streck (VI Engineering, Farmington Hills, MI) are managers of some of the first system integrator companies to have achieved CSIA-certified status.*

CSIA Certified Companies

Company	Location
Ai Control Systems, Inc	PA
Alfautomazione	Milano, Italy
Apna Technologies	Bangalore, India
Applied Control Engineering, Inc.	DE
Applied Controls Technology, Inc.	AR
ASECO Integrated Systems	ON
Automated Control & Technical Services	CA
Automation Alliance Group	MO
Automation Horizons, Inc.	IL
Avanceon	PA
Averna Technologies	Quebec, Canada
Avid Solutions Inc.	NC
Bachelor Controls, Inc.	KS
Bay-Tec Engineering	CA
Birket Engineering, Inc.	FL
Breton, Banville, & Associates	Quebec, Canada
Captronic Systems Pvt. Ltd.	Karnataka, India
CIM Automation, M.C. Dean - Harrisonburg	VA
CIM Automation, M.C. Dean - Johnson City	TN
CIM Automation, M.C. Dean - Richmond	VA
Concept Systems, Inc.	OR
Control & Power Systems, Inc.	NJ
Control Masters, Inc.	IL
Control Technologies, Inc.	AR
Controls Link, Inc.	PA
Data Science Automation	PA
DMC	IL
ECS Solutions	IN
EKB Group (FEDA Member)	Beverwijk, Netherlands
Engineering Specialists, Inc.	WI
ESCO	IA
ESE, Inc.	WI
FluidIQs, Inc.	CA
Frakes Engineering	IN
GES Technology, Inc.	VT
Huffman Engineering, Inc.	NE
Industrial Automation Consulting, Inc.	MT
Industrial Automation Engineering, Inc.	MN
Insist Avtomatika	Omsk, Russia
Instrument Control Systems, Inc.	MN
Integrity Integration Resources	TX
Interstates Control Systems, Inc.	IA

Company	Location
JMP Engineering	ON
Loman Control Systems, Inc.	PA
Lord & Co., Inc.	SC
M/R Systems	GA
Mangan, Inc.	CA
Martin Control Systems, Inc.	OH
Matrix Technologies, Inc.	OH
Maverick Technologies	IL
MCC Controls	CA
Nova Systems, Inc.	WI
NTS Test Systems Engineering	NM
Omnicon S.A.	Cali, Columbia
Optimization	NY
Optimization	NY
Optimization Technology, Inc.	NY
Patti Engineering	Milano, Italy
Pipeline Systems, Inc.	CA
Premier System Integrators, Inc.	TN
Prevas AB	Sweden
Pro-Tech Engineering	OH
Prousys, Inc.	CA
QDS Systems	LA
QUALIMATEST SA	Geneva, Switzerland
Revere Control Systems	AL
RoviSys	OH
Sage Automation	Australia
Stone Technologies, Inc.	MO
Sunapsys	VA
Superior Controls, Inc.	NH
Tata Consultancy Services Limited	Maharashtra, India
Tegron - Akron	OH
Tegron - Austin	TX
Tegron - Charleston	SC
Tegron - Dallas	TX
Tegron - Greenville	SC
Tegron - Houston	TX
Tegron - Phoenix	AZ
Tesco Controls	CA
TSD, an Optimization Company	PA
VI Engineering, Inc.	MI
VI Engineering, Inc.	MN
VI Technology	TX
Viewpoint Systems, Inc.	NY
Wastech Controls & Engineering, Inc.	CA
Wunderlich-Malec	MN

CSIA's Best Practices and The Industry's

The Control System Integrators Association (CSIA) embarked on a program in early 1995 to provide business Best Practices & Benchmarks by and for control systems integrators for the express purpose of raising the image of our industry through self improvement.

CSIA-certified members adhere to these best practices in all aspects of business. This means they have in place the processes and procedures that foster honest contracts and fair risk allocation, proper billing, project management that focuses on adherence to schedule, quality assurance for consistent results, and measured customer service.

The current collection of Best Practices & Benchmarks represents the third major revision since the program began. Feedback from many member companies and clients from a broad range of industries has contrib-

uted enormously to the content of this document.

This current release adds information related to system development lifecycle, supporting activities, adjusts the scope of project management and significantly updates human resource management. These revised Best Practices & Benchmarks raise the bar in our industry and help the CSIA membership fulfill its mission—to bring successful system integration to the marketplace. The chart at right details all functions addressed by CSIA's Best Practices and Benchmarks.

Learn more about the Best Practices & Benchmarks and the process of certification at www.controlsys.org/about/practices_benchmarks.htm.

Enhance your sales, build your workforce, seize market opportunities and network with colleagues — all in one place.

"This is the most relevant and useful event I have attended in my 30 years in the manufacturing products and services sector."

Integrator member
2009 CSIA Executive Conference registrant



Learn. Connect. Relax.

The 2010 Executive Conference of the Control System Integrators Association is tailor-made for integrators and their partner companies with two and a half days of intense management and industry education programs, a dedicated evening of Partner exhibits, recognition events and lots of time built in to explore Seattle ~ on the town or on the course.



Aim Higher

Seattle, 2010

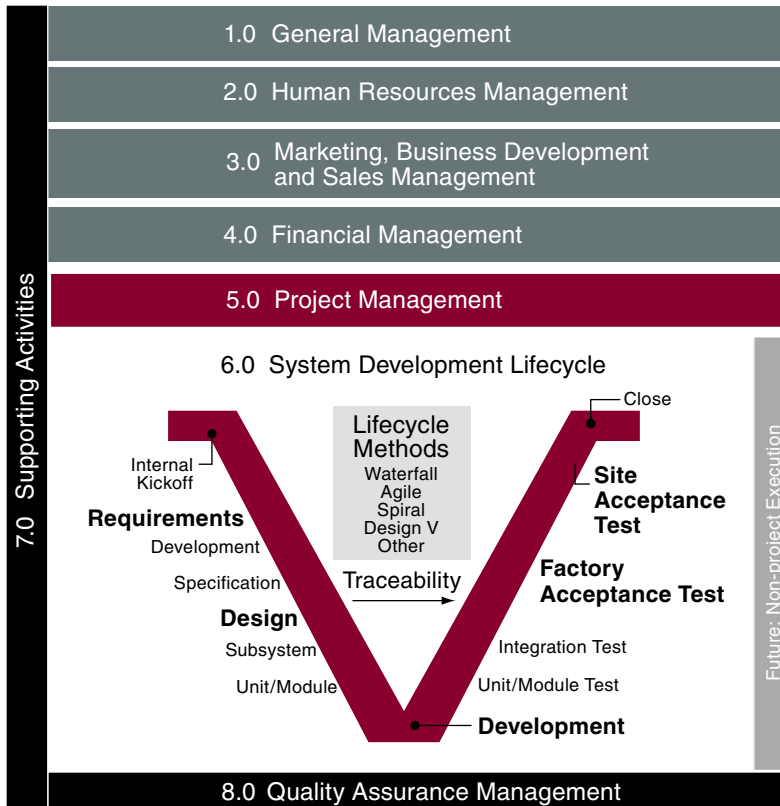
The Westin

April 29 - May 1, 2010

www.controlsys.org

Program specifics
coming soon!

Benchmarks: Guiding Doctrine



Sections 1-4 (yellow) represent corporate functions of the integrator which are not directly tied to generating revenue. Though these topics are common to almost all businesses, CSIA's Best Practices & Benchmarks tailor them to issues important to the successful operation of an integration company.

1.0 General Management: Strategic Management, Organizational Structure, Facilities and Equipment, Computer Systems Management, and Corporate Risk Management.

2.0 Human Resources Management: Administration, Recruitment and Selection, Performance Management, Training and Development, Compensation and Benefits, and Employee Communications.

3.0 Marketing, Business Development, and Sales Management

4.0 Financial Management: Measures of Financial Performance, Financial Planning, Billing Procedures, Management of Credit, Expenses, Cash & Security, Project Financial Reporting and Tax policy.

Sections 5-6 (red) represent functions associated with generating revenue or directly managing those activities.

1. Project Management: Contract Management, Procurement Management, Planning, Risk Management, Resource Management, Communications Management, Scope Management, Schedule Management, Budget Management, Change Management, Quality Management and Closure.

2. System Development Life cycle: Internal kickoff, Requirements, Design, Development, Unit/Module & Integration Testing, Factory Acceptance Testing, System Shipping, Installation, Commissioning and Site Acceptance Testing.

Section 7 (black) represents functions focused on infrastructure that provide support for the activities in Sections 1 – 6.

Supporting Activities: Process Development and Maintenance, Standards and Templates, Project Methodologies, Procurement Management, Risk Management, Configuration Management, and Reuse Management.

Section 8 (black) represents the functions of ensuring both process and product compliance.

Quality Assurance Management: Continuous, Measurable Improvements, Client Satisfaction Measurement, Client Service, and Project Quality Assurance.

Seeking Certification?

CSIA-approved Auditors are Here to Help

Businesses looking for CSIA certification or any other internationally recognized standard know they must jump through a variety of hoops and withstand a great deal of trepidation before becoming certified. To get through this process, some organizations contact the auditing agency for guidance and ask questions regarding the process. Other organizations, however, prefer to go it alone and take their chances.

The two independent CSIA-authorized auditors, ASR (American Systems Registrar) and Exotek LLC encourage you to contact them prior to going through the actual audit. They're available to assist you, and can help prepare you before, during and after the audit. Extensive use of this support has been found to significantly help those seeking certification.

When auditors conduct a CSIA certification audit, the integrator should be prepared for an intensive, day-long review of all aspects of your business—general management, strategic planning, human resources, project management and methodologies, project development life cycles, technical management and infrastructure support activities, quality assurance processes, finance, and business development. The agenda for the day will follow the Audit Report, based on the CSIA Best Practices & Benchmarks document.

To help avoid the things you should not do if you are seeking certification, ASR and Exotek have identified three things that often indicate a high probability of not passing the first time:

1. Lack of top management support and direction;
2. Failure to perform self audits; and
3. Misinterpretation of requirements

Following are some suggestions from ASR and Exotek experts to help you prepare properly for the audit process:

- Get support systems in place;
- Review the CSIA Best Practices & Benchmarks document, using the blank Audit Report as a guide to requirements for certification;
- Let auditors know you are pursuing an audit;
- Ask the auditors for ideas;
- Get a mentor (another CSIA-certified Member) to pro-

vide valuable insights into the process;

- Talk with peers;
- Make a plan;
- Assign a team;
- Do a pre-audit evaluation;
- Do a self audit;
- Set up audit prep activities as a project;
- Prioritize items;
- Set budget and schedule;
- Track and control progress;
- Be sure there is visible management/owner support;
- Take any corrective actions necessary to successfully pass the audit;
- Collect any documented evidence required as indicated on the Audit Report; and
- Ensure someone with signing authority as well as all personnel who will support the audit are present on audit day.

After the audit has been completed, the auditors alert CSIA only if you pass. If you pass, you will be notified by CSIA that you have achieved certification status. A plaque and certificate are sent to you from the CSIA office. If you do not pass, the results are known only to you and the auditor. The auditor determines if a complete re-audit is required or if a partial re-audit can be done remotely.

Contact a CSIA-approved auditor for a current copy of the blank Audit Report and to acquire information on their fees and auditing process. Let them help you through the process of certification. It's worth it.

CSIA Auditors

American Systems Registrar
(ASR), Tom Droog
888-891-9002
tom@arsworldwide.com

Exotek
Brian Mullen
519-634-1101
bmullen@exotek.com
or
Don Roberts
519-886-6400
donroberts@exotek.com

Bringing successful system integration to the marketplace



Learn more at www.controlsys.org

Since 1994, CSIA has maintained a laser-like focus on its primary mission – **To improve the business skills of its member-companies and their executive management.** We believe that being a good system integrator goes hand-in-hand with operating a good business.



MISSION STATEMENT

The mission of CSIA is to bring successful system integration to the marketplace by:

- Creating recognition and demand for CSIA certified members;
- Improving system integration best practices and performance; and
- Providing an industry forum and networking opportunities.

It is a mission that is continually being strengthened. It was reinforced in 1997 with the introduction of the Best Practices and Benchmarks process, and further extended in 2001 with the establishment of the heralded Certified Member program.

VALUE PROPOSITION

CSIA is committed to the business development of control system integration companies and their implementation of best practices in order to provide a healthy, low-risk channel for the application of technology to their industrial clients.

HISTORY

In 1989, Technical Marketing (Charlie Bergman), Wilmington, NC, began publishing a monthly newsletter for control system integrators.

In 1993 Technical Marketing held the first Control System Integrators Executive Conference, now an annual event. While Technical Marketing has remained independent of CSIA, that gathering of industry executives served as the catalyst in the formation of our association.

A small group of dedicated control system integrators established a set of objectives, identified requirements for membership and drafted a set of bylaws. An Executive Council, chaired by Pat Miller, President of Engineered Energy Systems, was formed to set policy and oversee the Executive Director, who managed the day-to-day work of the Association.

CSIA's first annual meeting was held at Wrightsville Beach, NC, in April 1994.

Now in its 15th year, CSIA is the largest organization in North America for independent control system integrators.

CSIA Executive Director

Bob Lowe
execdir@controlsys.org
(717) 371-0490

CSIA President

Lynda J. Patterson, CAE
lpatterson@controlsys.org
(800) 661-4914

EXECUTIVE COUNCIL

Chairman

Ed Diehl
ediehl@conceptsyste.msinc.com
(541) 791-8140

Treasurer

Steve Goldberg
smgoldberg@matrixi.com
(419) 897-7206

Directors

Brian Beaufaux
bbeaufaux@iae-online.com
(763) 450-3810

John Justus

jjustus@bay-tec.com
(707) 252-6575

Joseph Martin

jtmartin@martincsi.com
(614) 761-5600

Jeff Miller

jeff.miller@interstates.com
(712) 722-1663

PC Romano

promano@avidsolutionsinc.com
(336) 970-4013



22 N. Carroll St., Ste 300
Madison, WI 53703
(800) 661-4914
f (888) 581-3666
www.controlsys.org

Customized Insurance Programs Meet Unique Needs of

C SIA's Insurance Programs were created to respond to CSIA members' need for appropriate and cost-effective coverage that reflected the exposures associated with control system integration. This need resulted from the insurance world's lack of understanding about the operations of a control system integrator. Many CSIA members noted that they believed their insurance arrangements were inappropriate, leading them to be misclassified and resulting in potentially dangerous gaps in coverage.

In 2001, CSIA brought in Paul Barnard, an independent insurance broker. Paul worked directly with CSIA members to obtain a full understanding of their activities. He collated historical loss information that proved CSIA members are an excellent insurance risk. With this knowledge he then proposed a long-term plan to develop and implement an insurance program to permanently address the need for availability of business insurance for the U.S.-based membership.

Subsequently, CSIA has built on the initial success of the

program with the development of two additional programs designed to meet specific needs of CSIA members. First, for those that have the need for surety bonding, a facility was negotiated with a bonding company that has an understanding of control systems integration and an appetite to write this business.

Secondly, following demand from membership for insurance coverage outside the United States, CSIA has negotiated a program to provide Professional Errors & Omissions coverage that includes the United States' exposures of non-U.S.-based membership.

The CSIA insurance programs are the only insurance packages available to control system integrators. Coverages are specifically crafted to protect against the exposures inherent in control systems integration, and the programs do not confuse insurance exposures with those of CSIA members' customers.

For more information about CSIA's insurance programs, please contact Paul Barnard, CSIA insurance program manager at 610-507-6595 or paulbarnard@csia-insurance.com.

Wired or wireless?

Opto 22 offers wired *plus* wireless networking on its SNAP PAC controllers and I/O systems.

Now
Shipping



- IEEE 802.11a, b, and g wireless networking
- IEEE 802.11i wireless security (WPA2-AES)
- Use on any standard WiFi wireless network
- Compatible with full line of SNAP I/O



Download the datasheet at <http://www.opto22.com>, or call our engineers at 800-321-6786 and request a free Cisco WebEx® live demonstration!



CSIA Members

Motivating Benefit

For Gary Hamer, president of Champion Technology Services in Baton Rouge, LA, CSIA's strong insurance program was his primary motivation for joining the organization. "Actually, I hadn't even heard of CSIA prior to receiving several mailings in 2007," Hamer said. "I had the brochure on my desk for quite a while that year, and it was my intention to investigate the association. I just never could find the time."

During this same time period, Hamer was considering Champion Technology Services' need for an alternative insurance plan.

"The group we were working with then only had a few people on staff, so everything was a challenge," Hamer continued. "Instead of our agent getting us the insurance we requested, he was constantly trying to tell us how to run our business."

When it came time in late '07 to renew the company's policy for 2008, Hamer and his team decided to call CSIA and give its insurance a shot. A year-and-a-half later, they're happy to report that for both 2008 and 2009, Champion Technology Services has saved "a significant amount" on insurance over their previous carriers.

"Paul Barnard made some verbal

promises on the price which convinced us to make the switch," Hamer said. "Then once all the paperwork and applications were complete, Holmes Murphy followed through on Paul's promises."

Although insurance was the initial reason for joining CSIA, Hamer has also realized additional membership benefits. "We see a huge benefit in the CSIA certification program in that we believe it will help us become a more organized business and give us one more differentiating factor over our competition. We are working towards becoming certified this year," Hamer said.

Why choose? Get both.

When Ethernet is available

Connect to your systems with traditional Ethernet wiring.



When Ethernet is not available

Use the built-in WiFi networking to securely connect wirelessly.



No need to choose between wired and wireless networking. No need to settle for fewer options and capabilities in order to go wireless. Now you can network your control and I/O system just like you network your laptop—worry free. Wired+Wireless™. Life just got simpler.

FREE
Support
Pre-Sales Engineering
and Training
by
OPTO ENGINEERS

OPTO 22
Automation made simple.

CS-100012008WVW