

“CSG shares our core values, including integrity in a business relationship. They’re the kind of people you want to do business with: honorable, customer-oriented, intelligent, and they deliver. We have several projects going on with CSG right now, and I have great faith in their ability to execute.”

-Rick Rives, APM President



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The Client

Atlantic Plant Maintenance (APM), a Texas headquartered company, provides top quality plant maintenance and construction services, including turbine and substation installation and maintenance. APM provides these services to various companies in the energy sector.

APM has recently made information technology and organizational changes to be optimally aligned for growth. They deployed new applications that track day-to-day operations as well as new reporting and analysis business intelligence tools that will enable executives to make more informed business decisions to better align with corporate strategies.

These new Microsoft-based systems were developed in partnership with CSG Professional Services. “We have a strong partnership with CSG. Our systems would not be where they are today without the business relationship we have with them,” says Rick Rives, President at APM. “We searched for a vendor that could provide the technical expertise as well as be a solid business partner. We were looking for a company that we were comfortable doing business with for the long term.”

Microsoft Technology Provides Business Value

Microsoft provides an integrated infrastructure that gives APM the needed power and flexibility to run its business efficiently. This includes Microsoft SQL Server with Reporting and Analysis Services, Microsoft SharePoint, and the .NET Framework with Windows Presentation Foundation (WPF). “One of the great things about the .NET Framework is that it provides a platform for future growth with its ability to integrate so many different applications.” says Kevin Fitzgerald, Manager of Information Technology at APM. “We do not have to re-invest in an entirely new platform every time changes occur. In addition, CSG has a solid understanding of Microsoft products.”

Streamlining Processes

For each project it manages, APM recruits labor from local unions, assembles a crew and goes to work. It may have as many as a hundred jobs going on at any one time. Record keeping is one of the most challenging aspects of the business. APM must create and manage an entirely new set of records for each job. This was a time-consuming process that was slowing down projects largely because much of it was done manually using paper forms and fax machines to communicate between the field and corporate offices. Now, all this is done with extreme efficiency leveraging new applications and reporting systems.

CSG provided the Business Intelligence and SharePoint Reporting and Analysis expertise to drastically improve APM’s reporting. Today, a multi-dimensional data mart is in place that will be expanded throughout the organization. APM executives will have the ability to query by more than a dozen distinct dimensions.

Technology Leaders

APM is fully aware that the advancement of technology is paramount in running a successful company. “We are very focused from an IT standpoint to gain insight that enables us to utilize our manpower to the utmost efficiency,” says Gary Madsen, Controller. “With CSG’s help we are now positioned to be technology leaders in our industry. Our new systems will help us boost business and impact productivity.”