



CASE STUDY

Robinson Industries

Robinson Industries Uses ProjectXnet Hosting Services to Keep the Lights on in New Orleans



The Problem: The Potential for Natural Disasters Leads to a Need for Remote Hosting

Robinson Industries, headquartered in Miami, FL, is an electrical construction firm with offices in New Orleans, La., and Dallas, Tx. Not long after Hurricane Katrina, Robinson Industries was awarded the contract to maintain the nearly 55,000 street lights in New Orleans.

Such a light system is logistically complicated, to say the least. And with the chaos and devastation of Katrina still fresh in everyone's minds, Robinson knew that it needed a service management system that would be hosted remotely, away from any further potential natural disasters.

The Solution: The Cram Group's ProjectXnet Managed Hosting Services

The Cram Group began hosting Robinson Industries' system management needs remotely when they were awarded the city contract. It developed a solution that gave Robinson project managers an integrated software suite with Timberline Service Management system at its core. The system allows them to track each of the thousands of lights, seeing if any lights are out, what repairs have been scheduled, and which have been made; and they can monitor it all from anywhere they have Internet access.

In fact, not long after the company implemented the new system, another hurricane, Gustav, hit New Orleans. Dwight Robinson, controller for Robinson Industries, had evacuated to Dallas, but he was still able to ensure that the light system in New Orleans was up and running.

“The Cram Group has made sure that our Timberline system is always up and running...”

Dwight Robinson



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The Benefits: “More Real-Time, Less Down-Time”

A veteran to the industry, Dwight Robinson questions how such a job could have been done well without such an efficient system in place:

“Even though I've been in this field for 35 years, having to maintain the light system in New Orleans without The Cram Group is hard to imagine. It's just impossible without the right software, and The Cram Group has made sure that our Timberline system is always up and running. They make sure there is no down-time for the system. Tracking the system is more real-time for us, and less down-time for the lights.”

The Cram Group has also provided Robinson Industries with cost savings by acting as their IT department. “They are always available and very knowledgeable,” adds Robinson. “Even if it's not their system specifically, they can handle the problem and help us keep our software up and running.”



About The Cram Group

The Cram Group is a Microsoft Gold Certified Partner and Meridian Systems Consulting and Developer Network partner focused on providing enterprise level Consulting, Hosting, and Development Services to the AEC Industry. Core offerings include ProjectXnet Online Services and Support as well as Prolog Manager & Document Locator Consulting, Implementation, Training and Support Services, available through their New York City Office or Nationwide Certified Partner Network. For more information, call 212-505-0381, or visit <http://www.thecramgroup.com>.

About ProjectXnet Online Services

ProjectXnet is The Cram Group's award winning online hosting service focused on the management and support of turnkey solutions for the Architecture Engineering and Construction (AEC) Industry. Solutions are available in SaaS and Traditional Licensing Models. <http://www.projectxnet.com>

About Project 3 Technologies

Project 3 Technologies is a software firm providing sales and services to AEC firms and facility owners managing construction. They are a Value Added Reseller Partner of The Cram Group's ProjectXnet Online Services. With experience in Project Controls and Document Management, they help clients manage Cost, Risk and Resource through the successful implementation of leading commercial software applications. Based in Texas and serving the region, their Consulting Team brings industry and technical experience to every client project. From business process analysis and software selection through implementation, training and support, they serve clients to ensure maximum return on their software investments.



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