



A TECHNOLOGICAL UPGRADE BENEFITING BUSINESS OPERATIONS AND PROCESSES

SITUATION AND OBJECTIVES

Created in 2001, in the owner's garage, Mayer is now a flagship company in the sewer inspection industry employing 28 field technicians and 10 office employees.

Since the beginning, the company has used several different software for their sewer inspection needs but they recently needed to upgrade their software to a solution that had the NASSCO MACP Version 7, Level 2 certification. Since their current software didn't have this certification and their current vendor did not plan to meet this new certification, they turned to the NASSCO website and discovered CTSpec in the list of Certified Software Vendors.

Mayer was looking for a software that met required certifications and was easy to use. When they came across CTSpec, they requested an online demo and upon completion of the demo the consensus was "Wow, this is amazing!" The clear, easy to read and complete reports were a major advantage for them as was the fact that the software is powerful but not overwhelming and easy to use. They obtained a demo version and overall the software turned out to be very impressive.

SOLUTION

CTSpec is a sewer inspection software created by specialists that operated in the field and are familiar with the specific needs of this industry. Since it is created by contractors, the software makes complete sense according to Mayer.

When they started looking into CTSpec, Mayer was still using traditional methods to transfer information within the company as well as to customers. Business development and Marketing Director Melinda Lambert says "This industry tends to think old school, we were still doing thumb drives and CD's, with this new technology we need to think otherwise so we were looking at the web." CTSpec offers the possibility of transferring all inspection data and reports via the web enabling companies to greatly reduce the cost of data transfer and manipulation. Getting their data through the cloud was "amazing" and having access to their maintenance data 27/7 is a huge advantage for them.

Another important point which strongly motivated Mayer to make the switch, and which they love, is the fact that with CTSpec, video overlay can be corrected before the material goes to the customer. "It is amazing that you can go ahead and make all the corrections easily", says Ms. Lambert.

In an industry where not spelling the customer name correctly can cost you the job, this is a definite advantage and was not available on their previous software. The fact that CTSpec automatically prefills certain data that previously needed to be entered manually also saves users a lot of time.

Mayer also appreciated the remote training which enabled their employees to quickly become familiar with the software. They had four employees that did not attend the training and they were really hands on and got familiar with it just the same. Certain users are used to the old school method of doing things and have quickly fallen in love with CTSpec. They are already teaching the

younger people how to use CTSpec. Mayer appreciates the effort that has been put in to make everything as easy as possible for the user. The CTSpec Truck users also quickly discovered the YouTube training videos which they find extremely useful.

Mayer also stated that technical support is great, users were called back within a few minutes. They like that there is a log that they can go through and not have to call for tech support which makes them.

RESULTS

The company quickly needed to face the fact that more licences were required and CTSpec was able to offer flexible payment options that allowed to spread the cost over a longer period of time.

They have not yet jumped on board with the CTSpec GIS Module but they are really excited to show partners and engineering firms and have mapping integrated to their current capabilities.

According to Mayer "Asset management is the big thing, and this will help us set the standard. Quality work is what is needed instead of only the price."

As of the end of June 2020, Mayer had already completed nearly 75 jobs using CTSpec including a project of 30 000 lineal feet and the software has proven to be everything they hoped for. Their CCTV technicians in the field are more productive and the data they gather is submitted more quickly for quality control and billing. They have received very positive feedback from customers about the ease of navigation on the cloud and how they appreciate having access to the data the day following the inspection. Lining contractors and engineers have been thrilled with their new method of deliverables. Another interesting aspect of Cloud delivery that is greatly appreciated is that it offers a variety of deliverables the customer can self-generate rather than trying to guess which report would be best to send for their particular needs.

Ms. Lambert says "I've been in this industry nearly 20 years and remember when having video of a sewer line on a VHS tape was state-of-the-art technology. Advancement in the equipment we use has added the importance of gathering quality data using NASSCO PACP/MACP/LACP standards. Now that many municipalities and engineering firms require work to be completed using these standards, CTSpec makes it easy from truck to cloud for us as a contractor to gather and deliver quality data in a timely manner."

With a quality product and the ease of use, Mayer will see great benefits in production and this will consistently give them a step ahead of everybody else.

CTSpec is thrilled to have Mayer on board and we look forward to helping them promoting CTSpec to engineers, contractors and different cities for all their sewer inspection needs.