

Customer Case Study:

CSD Engineers

Engineering firm scales business from 30 employees to more than 400 using Ajera.

CSD is a growing multi-faceted engineering firm servicing oil and gas production, power generation, heavy industry, manufacturing, asset and infrastructure integrity markets. With seven distinct companies to oversee, CSD's management team needed to find a solution that combined resource management, project accounting, and real-time project visibility to achieve the growth and profitability goals they set for themselves.



+4%

Project profitability

CSD has increased project profitability, driven by visibility into project management.

+11%

PM utilization

Simplified project set up, invoice review and resource scheduling reduce PM admin time.

\$240K

Saved overhead costs

Powerful and efficient billing and workflow requires 50% fewer admin staff.

CSD Engineers

Challenges

- Project and department managers were not self-sufficient in setting up projects and retrieving project progress reports.
- Entering time and reviewing invoices required extensive time commitments from billable staff. These delays led to lost billable time and errors on timesheets, all dragging down utilization and revenue.
- Growing the business required extra admin staff to handle timesheets and expense reports, and prepare project reports.

Solution

- Ajera's integrated project management, accounting, resource scheduling and time entry functionality improves accuracy and streamlines the flow of information within the company.
- Project managers now have fast, accurate real-time information. This enables CSD to deliver more profitable projects.
- With the help of Ajera, CSD has grown from a 30 person firm in 2007 to a seven company, 400+ employee firm today.

Benefits

- From project set up to project management through project closeout, the Ajera solution drove a 3% to 4% improvement in average project profitability.
- The functionality of the Ajera solution enabled project managers to increase their utilization by 11%.
- Streamlined back office features and functionality enabled CSD to increase billable staff from 30 to 400 without a significant increase in admin staff.

Company:
CSD Engineers

HQ:
Pittsburgh, Exton, PA and
Houston, TX

Industry:
Engineering

Employees:
400

Website:
www.csdengineers.com

“Ajera has provided us with a platform for growth. We're no longer inhibited, but rather enabled to thrive by our software today.”

— Tony Custer, CFO