

Case Study

Cloud-Based eCMS ERP with
Managed Hosting Services



THE COMPANY

For more than sixty years, Tri-City Electrical Contractors has provided a level of personal attention, professional experience, timely performance and genuine value that has become Florida's construction industry standard for excellence. Now, an employee-owned company, their craftsmen and craftswomen are dedicated to providing superior installation and service to every client.

The company offers unparalleled and award-winning expertise on commercial, healthcare, entertainment, office buildings, hotels, government, schools, retail, specialty, industrial, multi-family, residential and other projects. Based on sound business practices and management, Tri-City provides vast bonding capacity and human resources for projects of all sizes. With more than 700 field and support staff statewide, Tri-City Electrical Contractors delivers on every project phase, from initial design to final warranty—wire to wire—locally and throughout the State of Florida.

OVERVIEW

Company Name: Tri-City Electrical Contractors

Headquarters: Altamonte Springs, FL

Industry: Specialty Construction

Construction Services: Electrical Contracting, Communications, and Service

Territory/Locations: Florida

of Employees: 722



CHALLENGES

Florida's largest electrical contractor and recipients of ABC's National 2020 Contractor of the Year Award, Tri-City Electrical Contractors are recognized by their peers, customers and the industry for outstanding service and exponential growth. As such, the contractor faced a number of challenges that resulted in their decision to move their existing eCMS v.4.1 ERP solution to the Cloud.

Key driving forces included:

- The large electrical contractor resides in and services the entire state of Florida, which receives on average 3-6 hurricanes per year, making Tri-City Electrical's on-premise installation of its most business-critical data and applications vulnerable to catastrophes even though the contractor subscribed a disaster recovery solution. Tri-City needed greater risk management and mitigation to ensure they could meet the needs of their clients without interruption. They wanted an automated, seamless and Cloud-Based disaster recovery solution in place.
- Like all contractors, Tri-City Electrical faces occasional employee turnover and retirements. A new Cloud-Based solution would give them a business continuity plan and eliminate the need for employees to manage and maintain the ERP system and supporting IT infrastructure.
- COVID-19 created a greater need for employees to work from home or remotely, and Tri-City did not want employees to be forced into the office to manage their ERP/IT infrastructure, perform backups, support maintenance or software/hardware updates and upgrades.
- Their existing ERP hardware was approaching an upgrade deadline and the contractor knew that moving to the Cloud would eliminate upfront costs and provide significant future savings.
- Members of the Accounting and IT teams were spending significant amount of time conducting daily back-ups, testing, maintenance, and managing updates and upgrades. Fix pack and service pack updates had to be done after-hours and/or on weekends and employees had to be available on-site. Eliminating these responsibilities would free up employees to focus on the business and not on the underlying technology.

SOLUTION

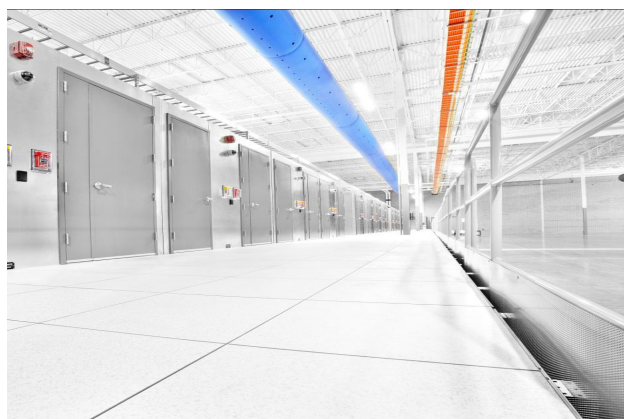
Tri-City Electrical Contractors worked with CGC's Technical Services team to review their Cloud environment requirements, create a test environment and scenario, coordinate the implementation and go live, and migrate their large eCMS v.4.1 ERP database to the Cloud.

The company placed the day-forward management of the Cloud-Based eCMS ERP solution with Computer Guidance Corporation so they could focus on functionality that would help solve business issues, increase productivity, eliminate paper-based workflows and drive enterprise-wide efficiency.

BENEFITS

Cloud-Based Benefits include:

- **Scalable**—flexibility meets demand through pay-as-you-go model that scales as Tri-City's business, industry, customer or environment demands it
- **Predictable**—ongoing maintenance and management of Cloud-Based eCMS comes with standard monthly payments that cover Tri-City's licenses, upgrades, support and daily back-ups
- **Resource Reallocation**—Tri-City's new hosted solution eliminates ongoing on-site maintenance and updates by employees
- **Peace of Mind**—the natural disaster preparedness of Cloud Managed Hosting Services ensures that Tri-City data is always available and/or easily recoverable and immediately in the hands of every employee when they need it most
- **Knowledge Transfer**—disaster recovery and business continuity plans and procedures aren't lost by employee retirement or termination, they are automatically managed for Tri-City by CGC
- **Secure**—data centers employ more advanced security and disaster recovery measures that would be feasible at Tri-City Electrical Contractors' headquarters

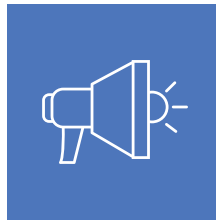
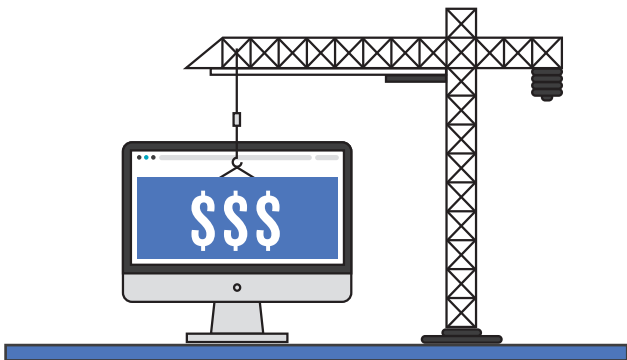


RESULTS

- ❑ \$25,000 one-time savings by eliminating purchase of new ERP hardware
- ❑ \$11,000 one-time savings by eliminating installation and setup of on-site server
- ❑ \$16,425 annual savings by eliminating 1 hour per day of IT time conducting back-ups
- ❑ \$2,700 annual savings by eliminating 3-5 hours per month performing updates and upgrades
- ❑ \$5,000 annual savings by eliminating tape drives and archival
- ❑ \$15,000 annual savings by eliminating disaster recovery plan through Hosted eCMS
- ❑ Reallocation of resources to focus on the construction business
- ❑ Creation of integrated business continuity plan
- ❑ Total Estimated Annual Savings - \$95,185 (without hardware costs and installation expenses)
- ❑ (all saving amounts are calculated \$45 per hour)

"In Florida, as with any location with uncertain conditions, we were looking for enhanced ERP performance with greater reach, as well as the comfort and stability of knowing our data would be available to support our business decisions 24/7. Greater responsiveness from the system, a return on our investment, and a seamless transition supported by CGC is exactly what Tri-City Electrical was searching for when we set out to obtain more support of our growing business."

Cindy Bargo
Controller
Tri-City Electrical Contractors



"We are the largest electrical contractor in the state of Florida that requires a sophisticated system to handle our large, complex projects, and CGC's Cloud-based solution enables us to focus on our operations and performance while they drive greater efficiencies through their new hosted infrastructure. Our customers rely on our extensive capabilities, and we rely on CGC to provide us with seamless access to mission-critical data and processes for continued success and growth."

Kim Richmond
MIS Director
Tri-City Electrical Contractors



eCMS APPLICATIONS

Accounts Payable, Accounts Receivable, General Ledger, Job Cost, Human Resources, HRSS, Payroll, Purchasing, Time and Material Billing, Order Processing, Equipment Accounting, Mobile eCMS, Service Management, Content Management & Workflow, Business Intelligence & Analytics, eCMS Connect, and Integration Suite

Technology Environment:
Hosted/Cloud

