Customer Case Study

CTM Design Services Ltd.

Design firm streamlines project information management with Deltek PIM

CTM Design Services Ltd needed a better way to manage the increased volume of project paperwork across hundreds of project sites. They were experiencing significant growth and wanted to improve the management of critical project information in the office and on project sites. CTM chose Deltek Project Information Management (PIM), which integrated with their Deltek ERP solution, eliminating duplicate efforts and helping them deliver successful projects.

CTM is a full service design and engineering firm in western Canada specializing in petroleum stations, convenience stores and quick service restaurants. For more than 25 years, the firm has partnered with multi-location retail companies to manage design programs for their entire network.

**Company:** CTM Design Services Ltd.  •  **Headquarters:** Calgary, Alberta

**Industry:** Architecture & Engineering

**Services:** Architecture, Civil, Structural, Mechanical, Electrical, Petroleum Engineering

**Employees:** 55
CTM Design Services Ltd.

Challenges
• CTM’s biggest struggle was managing email and a lack of consistency between what was stored in project files and what was buried in a project manager’s inbox
• Empty network folders and misplaced files made searching for key project files challenging and took valuable time away from delivering projects
• With more than 200 active projects and each project having multiple project sites, the volume of paperwork and travel time between project sites was impacting project deliverables
• CTM needed a practical way to organize accurate project files and communication records to help manage risk and liabilities

Solution
• Deltek PIM addressed CTM’s primary needs:
  • Email management
  • Accurate drawing transmittals and document lifecycle management
  • Solid audit trail for creation, approvals, etc. of documents and drawings
  • CTM needed a solution that reduced the paperwork clutter, making it easier for engineers in the field to quickly and easily complete site reports and inspections from the project site
  • Deltek PIM is easy for employees to use, compels users to organize data consistently, integrates with Deltek ERP, and provides access to critical project information from anywhere

Benefits
• Deltek PIM compels employees to proactively manage emails making it easy to use and quickly find critical project information
• CTM manages documents, drawings and emails more effectively resulting in accurate project records, improved project delivery, and reduced risk
• With Mobile Working, teams in the field can easily take pictures, complete inspection forms, and sync information back to the office without leaving the project site
• CTM is leveraging Deltek ERP integration to eliminate duplicate entries, reduce overhead, and streamline project delivery
• Deltek PIM allows CTM to better control access and approvals with detailed, flexible security options

“Deltek PIM helps us proactively manage the volume of information associated with our projects and reduce our liability, which is tremendously valuable regardless of the size of the firm.”

Brett Zufelt, President, CTM Design Services Ltd.