

## Case Study | CDM Smith

# CDM Smith streamlines global collaboration

### Summary

**CDM Smith provides full-service consulting, engineering, construction and operational services to government, business and industry clients. Headquartered in Cambridge, Massachusetts, the company found it inefficient and costly to send updated standards to employees in offices and worksites around the world. Techstreet™ Enterprise provides immediate access to the most current standards online, keeping employees across the globe on the same page.**

If you haven't heard of CDM Smith, chances are you've seen or read about many of its design, engineering and construction projects. From water purification facilities in the Kingdom of Jordan and wastewater treatment systems in Manitowac, Wisconsin to design-build projects on U.S. military bases and state-of-the-art university classrooms and labs, CDM Smith addresses every project challenge with an emphasis on integrity and sustainability.

With over 5,000 employees at worksites around the world, CDM Smith poses a unique set of challenges to information specialists like Stacie

Cohen. As the company's library manager, Cohen is responsible for providing industry standards for a vast range of applications. "As a corporate information resource, we have to meet the needs of environmental engineers, mechanical engineers, geologists, civil engineers, chemical engineers, air quality specialists, biologists, architects, urban planners, toxicologists and a host of other professionals. They can be working anywhere from Maine to Mozambique. And every one of them needs immediate access to the latest, most accurate industry standards," Cohen explains.



**"Techstreet Enterprise is an excellent fit for us. Our engineers can access industry standards in PDF from desktops or laptops, any hour of the day, in field offices or at project sites. Accuracy, which is their biggest concern, is assured by automatic updates. And, of course, the time and cost savings are appreciable."**

**Stacie Cohen, Library Manager at CDM Smith**

Providing manual updates to CDM Smith's field offices around the world proved to be extremely costly in time and dollars. In 2004, the company decided to test Techstreet Enterprise, then known as Techstreet Subscriptions, by offering employees online access to Hydraulic Institute (HI) standards. "We were targeting a relatively small group of engineers widely dispersed around the world," Cohen notes. Feedback was so positive that CDM Smith added the AWWA manual set as well. Not long after, the company also began offering the online standards for ASCE, ICC and NFPA at the request of engineers in other disciplines and divisions.

"Techstreet Enterprise is an excellent fit for us," says Cohen. "Our engineers can access industry standards from desktops or laptops, any hour of the day, in field offices or at project sites. Accuracy, which is their biggest concern, is assured by automatic updates. They also appreciate the PDF formats, which are fully searchable and make it easy for them to drill down to the precise information they need. And, of course, the time and cost savings are appreciable."

## Lessons learned

### Start small

Change is difficult when no one supports it. CDM Smith identified a small "market" of engineers to test the benefits of Techstreet Enterprise, and its success soon had other divisions requesting access to other standards. Starting small allows you to tweak the process to create early success, generating push and influential buy-in from other parts of the company.

### Automatic updates assure accuracy

CDM Smith's diverse workforce has one thing in common – the need for accurate standards. Techstreet Enterprise provides a two-tier solution that addresses this concern: automatic updates and redline documents, which enable employees to quickly and easily compare changes from the current and previous versions.

**"In our company, Techstreet Enterprise is widely used across a variety of disciplines. The online access, clean formats, automatic updates and easy searchability have resulted in significant cost and time savings."**

**Stacie Cohen, Library Manager at CDM Smith**

Contact our experts today:

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