

Welcome to CSIA



Raising the Bar in Control System Integration

What is CSIA?

The Control System Integrators Association is in its second decade of helping better system integrators become better business managers. Members gain the power of the association's broader presence and its insights into the best business and project management practices for the automation and IT domains.

Value Proposition

CSIA is committed to the business development of control system integration companies and their implementation of best practices in order to provide a healthy, low-risk channel for the application of technology to their industrial clients.

The Typical CSIA Member Company...

- ... is an independent, value-added professional service organization (or an independent profit/loss division) that focuses on industrial control systems, manufacturing execution systems, and plant automation that require application knowledge and technical expertise for sales, design, implementation, installation, commissioning, and support.
- ... is a stand-alone business of which control integration is the greater portion of the business.
- ... has an engaged top executive who wants his company to be the best in class and has the clout to take it there.
- ... has had professional services (labor) revenues that have exceeded \$600,000 for three years.
- ... is considering or has achieved Certified status.

Why Should Your Company Join CSIA?

- **Networking**
Learn from CSIs who've been there and done that.
- **Insurance**
Paying too much; have inadequate coverage? Our group rates can help.
- **Certification**
Let your clients know you mean business.
- **Experience**
Profit from our members' experience.
- **Referrals**
"Find an Integrator" web page brings business.
- **Statistics**
See how you stack up to your peers.
- **Executive Conference**
Packed with practical solutions to your problems.
- **Legal Consultations**
Free legal consultations.
- **Partnering**
Expanded capabilities and opportunities.
- **Market Research**
CSIA-commissioned surveys spotlight the future.
- **Sales Support**
Collateral, courses, and consultations.
- **Terms & Conditions**
Specific, practical safeguards.
- **Peer Groups**
Common goals; uncommon support.
- **Best Practices & Benchmarks**
Measure, rate, improve your firm's performance.
- **Sales Excellence Council**
Outstanding hands-on sales training and feedback review.
- **Web Site**
CSIA and its members...at your fingertips.
- **Education**
What's new in system integration?
- **International**
Global business opportunities.
- **National Marketing**
Trade shows, PR, ads, literature.
- **Prestige**
The standard in system integration.



Control System Integrators Association: Helping better system integrators become better business managers



Control system integrators, worldwide, that meet the criteria for "The Typical CSIA Member Company" as described on the reverse side, join CSIA as Associates, with immediate ability to access the many benefits of our organization, including □

- Best Practices & Benchmarks
- Networking
- Peer Groups
- Legal Consultation
- CSI Terms & Conditions
- Referrals
- Market Research
- Statistics

Executive Conference

Annual networking and education event

- Business Topics
- Economic Outlook
- Strategy
- Human Resources
- Forum to Discuss Common Concerns
- Legal
- Marketing
- Great Getaway Locations
- Project Management
- Technical Tracks
- System Integrator-Focused Content

CSIA Certified Members are CSIA Associates that have passed an intensive audit process covering all aspects of business performance, administered by independent firms. CSIA members across the United States, Canada, and Latin America; throughout Europe; and in Asia, from India to Russia; comprise this elite group of control system integrators.



The program supports an end user's need to assess a prospective integrator's business practices, not just technical competence, sales volume or years in business. The most significant benefit of CSIA certification is realized by the integrators, who use the process as a means to evaluate and continuously improve their own businesses.

To earn Certification, a CSIA Associate must pass an independent, third-party audit based on criteria spelled out in CSIA's BEST PRACTICES AND BENCHMARKS 2008, the accepted roadmap for system integrators committed to delivering the level of quality, performance, and long-term support their clients expect.

1. **General Management** – Includes Strategic Management, Organizational Structure, Facilities and Equipment, Computer Systems Management, and Corporate Risk Management.
2. **Human Resources Management** – Includes Administration, Recruitment and Selection, Performance Management, Training and Development, Compensation and Benefits, and Employee Communications.
3. **Marketing, Business Development and Sales Management** – Includes three areas indicated in this section title.
4. **Financial Management** – Include Measures of Financial Performance, Financial Planning, Billing Procedures, Management of Credit, Expenses, Cash & Security, Project Financial Reporting and Tax Policy.
5. **Project Management** – Includes Contract Management, Procurement Management, Planning, Risk Management, Resource Management, Communications Management, Scope Management, Schedule Management, Budget Management, Change Management, Quality Management and Closure.
6. **System Development Lifecycle** – Includes the Internal Kickoff, Requirements, Design, Development, Unit/Module and Integration Testing, Factory Acceptance Testing, System Shipping, Installation, Commissioning and Site Acceptance Testing.
7. **Supporting Activities** – Includes Process Development and Maintenance, Standards and Templates, Project Methodologies, Procurement Management, Risk Management, Configuration Management and Reuse Management.
8. **Quality Assurance Management** – Includes Continuous, Measurable Improvements, Client Satisfaction Measurement, Client Service, and Project Quality Assurance.



CSIA Partners are manufacturers or suppliers of industrial automation and control hardware and/or software products and services that control system integrators use in the automation systems they provide to end users.

- Align your business with top system integrators
- Take advantage of opportunities to promote products
- Unique opportunity to meet face-to-face with leading control system integrators in North America and around the world at CSIA's annual Executive Conference.
- Partners are listed on CSIA's website with links to their company's site. This website is a major source of information to companies searching for control system integrators and automation equipment suppliers.

Insurance Program

Especially for Integrators

Created to respond to our members' need for responsible, affordable and accurate coverage, the CSIA Insurance Program remains the only insurance package available to control system integrators that clearly shows the insured's business as "Control System Integration" and/or "Engineering Services."

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| ■ Property | ■ General Liability |
| ■ Umbrella | ■ Professional Errors & Omissions |
| ■ Automobile | ■ Workers Compensation |
| ■ Crime/Fiduciary | ■ Business Interruption |

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