

Translating the Power of Technology into Performance

"By and For Independent Control System Integrators."

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Welcome to our new CSIA Members

Associates:

- Combined Technologies Limited, Hamilton, New Zealand, Gary McManaway, Technical Director
- Fastek International Ltd., Cedar Rapids, IA, John Elder, Executive Vice President
- Industrial Control Systems, Inc., Joplin, MO, Phil Hail, CEO
- Kortens & Company, Inc., Appleton, WI, William Kortens, President
- kDy Automation Solutions, Inc., Raleigh, NC, Allan Salant, President
- Mission Controls Co., Gilroy, CA, Frank Kretz, Principal
- Mustang Engineering, Houston, TX, Don Colchin, Business Unit Manager
- Smith Control Systems, Inc., Hudson, NY, Thomas Smith, Jr., Vice President
- Triad Automation, Inc., Brown Summit, NC, Shayne Hayes, CEO
- VI Engineering-MN, White Bear Lake, MN, Dean Streck, CEO

Partners:

- OPTO 22, Temecula, CA, Arun Sinha, Director of Business Development
- RFID, Inc., Aurora, CO, John Martinez, Vice President-Sales

CSIA New Members:

This looks like a banner year regarding new members joining CSIA. Year to date we have 35 new CSI members, and 13 new Partners. Of our new CSI members, we have gained three in Canada, two in Brazil, and one each from Italy and New Zealand. That's on the plus side. Unfortunately we will also be losing a few members which happens every dues cycle. We still have some unanswered dues invoices from our June '08 billing and regretfully we will have to drop those who no longer wish to stay, if we don't hear from them after their pending final notice.

We find we lose members for a number of reasons. Some simply go out of business. Others are bought up or partner with another member to form a new company. We always lose a few who have never really actively participated in CSIA. Unfortunately they don't see their contribution of membership in the only Association completely dedicated to their CSI profession nor do they tap into our membership benefits. Our Executive Board is actively working on ways we can get every CSIA member more involved with our Association. One way is to join and contribute to one of our existing committees. We intend to add additional committees soon.

CSIA Committees:

Here's a way to take advantage of what CSIA has to offer, meet and work with other members of the association, and bring to the organization the benefit of your company's unique experience and capabilities.

We would like to invite you to learn more about – and join – one of our active committees. Below is a list of committees, with a short summary of their activities and contact information for their chairpersons.

- **Best Practices & Benchmarks –Dean Streck** (dstreck@viengineering.com), 248-489-1200 #221
Contribute toward the advancement and adoption of the best business and technical practices that set CSIA members apart from the rest.
- **Insurance –Jim Campbell** (jac@viewpointusa.com), 585-475-9555
Shape the only insurance package that has been uniquely crafted to protect against the exposures inherent in control systems integration.
- **Marketing-John Justus** (ijustus@bay-tec.com), 707-252-6575
Develop programs that help members like yourself market their businesses' specialized capabilities more efficiently and cost-effectively. Make the world more aware of what CSIA is all about.
- **Membership- Joe Martin** (jtmartin@martincsi.com), 614-761-5600 #331
Help strengthen our association by helping us extend the breadth and depth of our membership roster worldwide.
- **Partners-Steve Goldberg** (smgoldberg@matrixti.com), 419-897-7206 #1302
Work with the automation industry's leading suppliers of products and services in their role as valuable partners in the association's success.
- **Statistics-Brian Beaufeaux** (bbeaufeaux@iae-online.com), 763-717-3512
Track and translate the facts and figures that give our members a confident vision of what tomorrow holds for their businesses and industry.

CSIA Insurance Update:

Your Insurance Program continues to move forward. The transfer of accounts to Holmes Murphy is now effectively complete and we are experiencing a surge in new business inquiries and new business. We certainly thank all of you who have supported the transfer. Without you we would not have the solid base that your business represents. This is enabling us to move toward our ultimate goal of becoming self-insured thus securing the long term future of appropriate and competitive insurance coverage for our membership.

We have recently negotiated a new Endorsement with our Professional Errors & Omissions Carrier James River clarifying the coverage offered under their Policy. Previously, it was not clear that a claim that arose from the sale of Product was insured under this Policy, where the loss arose from the insured's Professional Services as Control System Integrators. This 2007 error has now been rectified. The new Endorsement is only available to Holmes Murphy Clients. The improved wording applies to all insured with immediate effect.

I am receiving continuing praise for the contract review service offered by Holmes Murphy. This is available to all Association members, insured or non-insured, and I encourage you all to use this valuable facility. Please contact either Joe Watts, (jwatts@holmesmurphy.com) or by phone, 913-660-1218 or cell 913-488-5448. You can also contact me at (paulbarnard@csia-insurance.com) or on 610-507-6595. Finally, I am pleased to inform you that Captive negotiations are at an advanced stage with 5 separate carriers.

Website Information:

The latest "Business Owner" issue is now posted in the "members' only" section on our Website. Check it out and you'll find it contains a wealth of information for small business owners. Also, a reminder that all PP presentations from past CSIA's Conferences are on our site. I received a call asking about calculating the worth of a CSI operation, and I referred them to the excellent presentation from Duane Corcoran in 2007, entitled "Business Succession Plans". This advice filled the bill. There's a tremendous amount of information in these presentations, going back to 2003, and it's all there for the taking. Look it over. It's available for you.

CSIA Sales Excellence Council:

This program will begin with a meeting of all twenty participants in Charlotte, NC, and will be led by Todd Youngblood, president of YBH, (www.ypsgroup.com) who is conducting this program. Following this one day kick-off session, there will be monthly teleconference/web sessions with all council members charting their company's progress and summarizing the key results. The council agenda will conclude with a pre-Executive Conference meeting in Naples next April, and the results will be presented on our Conference agenda.

Four of our SEC participating members met with Todd and me two weeks ago to zero in the overall SEC program agenda and to align the program's goal with the specific needs of CSI member companies. Taking part in this meeting was our host Piercarlo Romano at Avid Solutions, accompanied by Wright Sullivan (A&E Engineering), Sam Hoff (Patti Engineering), and Mack McGhee (Sunapsys). It was a most worthwhile event. In fact, we believe the results of this program, when completed in May '09, will provide invaluable methods and procedures in preliminary form of "Best Practices & Benchmarks" specifically aligned to our CSI's requirements. We intend to make this information available to all of our members and to have an on-going continuation of the SEC council in the future. It's akin to having a special BP&B edition focused specifically on Sales/Marketing in our Control System Integration Industry. We're all quite excited about the possibilities.

CSIA's "BP&B"-Version III:

Take a look at the new brochure on [Version III of our Best Practices](#). Let us know if you would like copies of this for your marketing programs. In case you forgot, the complete BP&B-Version III is available for downloading from the Members' Only section of our website. The result of two years of effort from the members of the Best Practices committee, under the chairmanship of Dean Streck, has turned out this fantastically good publication.

CSIA Displays:

If any CSI members are participating in either a regional / national exhibition or conference, we would like to offer CSIA material for your booth. Two displays are available and are shown below at last year's ISA Expo. These are two sided panels offering four different messages on our Association. They can be quickly set up in less than a minute. You can review the existing panels in the "members' only" section of our website, along with all of the new marketing brochures. These handout publications cover the Food & Beverage, Pharmaceutical, Water & Wastewater, and Web Handling/Printing Industries. We can also provide you plastic display holders for these handouts. So, take advantage of these publications and this display material. Just let us know your needs and we'll get them right out to you.

