Cianbro Equipment consolidates systems and repairs fragmented processes with Infor M3

Having outgrown its old equipment tracking system, Cianbro Equipment—a Pittsfield, Maine construction equipment rental and services company—chose to consolidate its disparate business systems and fragmented processes by moving to Infor® M3. Before utilizing Infor M3, many of the company's processes were based primarily on manual data entry, spreadsheets, and paper-based tracking systems. For a company with a fleet consisting of approximately 3,500 pieces of equipment, 21,000 serialized tools, 36,000 bulk tools, 180,000 concrete forms, shoring and scaffolding components, and an inventory of 250,000 construction consumables constantly on the move, this was no longer a feasible operating model.

CIANBRO

HEADQUARTERS
Pittsfield, Maine

INDUSTRY
Construction Equipment Rental

INFOR PRODUCT
Infor® M3 Equipment

WEB SITE
cianbro.com

PARTNER
LeanSwift

"With Infor M3 Equipment, we not only gain ease of use but are better able to manage the lifecycle of our equipment, tracking it from acquisition to rental and return."

Russ Rodrigue
CIO, Cianbro

Identifying business challenges

To be successful, Cianbro Equipment needs to be able to select the right equipment and maintain each piece of equipment, while keeping rental utilization rates at the maximum. Additionally, the company must keep job costs as low as possible—whether the needs are cranes for wind projects, barges for waterborne bridge work, mechanics to fix equipment in the field, or truckers to transport equipment to job sites.

Before implementing Infor M3, a task such as taking a new equipment rental order could involve multiple team members collecting significant information about a wide range of equipment, small tools, forms, and consumables. This information was gathered a variety of ways, including via email, spreadsheets, and paper—which added to the complexity of an already fast-paced warehouse and maintenance facility. Since there wasn't one system that kept maintenance, procurement, and equipment in alignment, a lot of manual labor was needed to get the different divisions to work together and consolidate the information for reporting.

Seeing results

With Infor M3 in place, Cianbro has all its data in one system and is operating with cohesive, integrated business processes. The company can now efficiently take equipment rental orders, determine equipment availability, establish picking and packing plans for shipping, manage third-party rentals and sales, and reduce equipment downtime for required maintenance.

Business results and efficiencies

Eliminated manual, time-intensive data entry and tracking

Achieved better quality, collection, and reporting of data

Established a foundation for uniform business processes

Upgrading to Infor M3 13.4

After using Infor M3 for a number of years, Cianbro came to the conclusion that it needed to upgrade to the latest version. "We ended up having to do more modifications when we were actually trying to get away from modifications," says Russ Rodrigue, Cianbro's CIO. "Our goal is to be mod-free for a potential move to the cloud, and M3 13.4 comes with lots of new functionality and technology that allows us to get rid of some of our modifications. Using Infor's extensibility technology, we can do customizations without changing the core product."

Having built up Infor M3 experience internally over the years helped Cianbro make the upgrade from Infor M3 13.2 to 13.4 very efficient. And with the support of Infor partner LeanSwift, the upgrade—from planning to implementation—took around seven months.

"We like the partnership with Infor and being able to influence the functionality of future versions of Infor M3 Equipment. That's important to us."

Russ Rodrigue
CIO, Cianbro

The new capabilities and tools available within Infor M3 13.4 were also really beneficial for Cianbro. According to Rodrigue, "Using a test environment helped everything run smoothly as it allowed our IT staff to practice and test the processes and environment before training other users."

Another big benefit of the upgrade was how Cianbro was able to streamline some rental agreements processes. Prior to Infor M3 13.4, if the company were to put a machine on stand down (weekends or holidays when a piece of equipment isn't used) on a rental agreement, and there were 300 lines in the agreement, Cianbro had to manually update the agreement one line at a time. With Infor M3 13.4's mass-update functionality, Cianbro could update all rental agreement lines at once, which is a huge time-saving benefit, as some of the contracts are up to 3,000 lines.

"Using new reports, dashboards, mashups (consolidated views), and financial information, Infor M3 in conjunction with IT developed reports, empowers users with information at their fingertips— leaving the paper-based processes and data inaccuracies a thing of the past."

Russ Rodrigue
CIO, Cianbro

The future

Cianbro anticipates and welcomes more automation in the equipment industry in the future. Last year, the company implemented electronic logging devices in its trucks, which helped lower costs and reduce the time fleet managers and drivers spent doing administrative work. Business Manager Tim Cooley explains: "We see more equipment coming out with factory telematics. At some point, it would be good to have some degree of integration to the different telematics systems that the OEMs are putting out to capture that valuable data and get it into our systems." The information provided by the telematics software would help Cianbro provide value to its customers by being able to better manage fuel consumption, idle time, performance, preventive maintenance, geo location, and more.

Internet of Things (IoT) technology and machine learning are also areas where Cianbro sees significant leaps in advancements in the future. Today, all of the company's equipment maintenance is manually determined using meters. Cooley explains, "We use equipment report cards that are completed by hand. Someone needs to write down a piece of equipment's meter reading, daily inspection reports, and fuel consumption on the report card and then bring the card back to someone else who manually inputs it into the system." IoT devices could help automate that entire process.

Finally, to improve the tracking of 21,000 serialized tools across 100 job sites in 30 states, Cianbro is considering using RFID tags in the future. According to Cooley, "During our busiest times, we may process 10,000 tools a week. As it's currently a manual process to scan each tool one by one, we miss a lot. Having the ability to automatically scan the tools as a truck comes through the gate would be a massive time saver for us."

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