

SMART SOLUTIONS

WINTER 2018

Helping contractors save money and enhance productivity

North Mechanical Cuts \$1 Million in Shared Costs by Using Trimble SysQue to Optimize Workflow

To speed the design and fabrication workflow for a customer's research facility build, **North Mechanical Contracting & Service** used **Trimble®** systems, saving an estimated \$1 million in costs and cutting by 400 percent the time that would have been needed for traditional materials takeoff tasks. The project required North

Mechanical to generate material takeoffs and fabricate all mechanical and plumbing components for a laboratory building in south-side Indianapolis, IN. It represents the company's largest fabrication contract to date for one of the area's largest manufacturers.

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Using Trimble SysQue with Autodesk Revit, North Mechanical has eliminated the restocking fees and labor costs associated with conventional takeoff methods. They estimate the company is saving 400 percent of time compared with traditional materials takeoff tasks.

Easy Installation, Reliable Service Lead Cannistraro to Name Jay R. Smith Mfg. Co. as Supplier of Choice

When **Cannistraro**, Boston's largest mechanical contractor, needed a drain system for their own new fabrication and manufacturing facility, they turned to **Jay R. Smith Mfg. Co.®** for a solution that was delivered on a just-in-time basis to avoid the need for storage and was easy to install quickly. The level of service Smith provided cemented Cannistraro's decision to name Smith their supplier of choice.

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Cannistraro installed 120' of Smith's Enviro-Flo II Trench Drain System in just one working day. The system was crated and shipped in batches to arrive in time for each of the four scheduled pours.

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JAY R. SMITH

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Building for Efficiency

Cannistraro is renovating an industrial Art Deco-style building at 25 Fid Kennedy Avenue in Boston's Seaport District. It was built in 1940 by the U.S. Navy as a multi-trade, heavy machine shop. The renovations are preserving the legacy of the architecture and its original utilitarian use. The new 157,000-square-foot building will be Cannistraro's manufacturing facility for plumbing, HVAC piping, fire protection, and sheet metal trades.

Courtney Carroll, a project manager for Cannistraro's Plumbing Group, said they do a great deal of fabrication. "We fabricate as much of our work as we can. It makes the field more efficient, and it's safer working at a table level height rather than onsite, where we're sometimes working in precarious positions."

This new facility will replace three separate shops spread out over the Boston area. Not only will each trade have its own state-of-the-art space in the single location, but there will also be collaborative space for multi-trade modular assemblies.

The extra space will also allow Cannistraro to utilize flex space



A worker begins installation of a Smith Enviro-Flo® II Trench Drain System in the facility that will be Cannistraro's manufacturing facility for plumbing, HVAC piping, fire protection, and sheet metal trades. Cannistraro was so impressed by Smith products and services that they named Smith their supplier of choice.

within the facility for innovative modular projects in collaboration with other industry partners. "This space is not just about mechanical, plumbing, and fire protection fabrication; we have an opportunity to give back to a city that has helped build us as much as we have built it. We are dedicated to employing Boston residents and growing the community workforce," said Joseph Mierzejewski, vice president of plumbing at Cannistraro.

"Our clients used to have to rent out space for this purpose. Now they can all come to our Collaboration Space," said Carroll. "It's more efficient to send fabrication from all of our trades from one site on one truck."

Smith Drains Speed Installation

The new building required about 250' of trench drains in total, and the longest single span was 120'. Smith supplied the Enviro-Flo® II Trench Drain System. Each section included a flow arrow and was numbered sequentially to match the drawings, which made for a smooth and efficient installation. The system was crated and shipped in batches to arrive in time for each of the four scheduled pours.

"It was nice to phase it onto the site," said Carroll. "Often, things get damaged, misplaced, or just get in the way. Storing 120' of trench would cost money just to move it around. Shipping it right when it's needed for the install saves on shifting it around the facility."

One of the features of the Enviro-Flo II that Carroll found beneficial was the removable factory insert board constructed from post-industrial recycled material that functions as a stabilizer and debris guard. She said, "Having the insert board slide in to keep [the drain] as straight as possible is a great feature, especially on 120' of drain, and it protects it from the pour."

The entire installation was done with one-meter (3.28') sections. Typically, in situations like this, Smith would prefabricate the system in 10' sections for the customer. However, because changes to the drawings bumped up against the pour timeline, Cannistraro decided to go with the one-meter sections instead of waiting on the prefabricated pieces.

Despite working with the shorter lengths and a system that was new to the installation team, Cannistraro was able to install 120' of Enviro-Flo® II trench in just one working day.

Watch a short, time-lapse video of the Cannistraro crew installing the system as well as real-time, step-by-step installation of one section: <https://youtu.be/afCuGm0uMZE>.

Building Relationships

As part of its business strategy, Cannistraro selects "vendor partners" with whom they can build a relationship. Smith had made the short list, and they invited the Cannistraro team to Montgomery, AL, to get to know the people they would be working with and tour Smith's manufacturing facility.

Mierzejewski was part of that visit, and he was impressed with the culture and family feel of Smith. "Cannistraro is not a small company but still retains the important family values and culture that started when the company was founded by John Cannistraro, Sr. We definitely appreciated that alignment of cultures as well as the Smith product," he said. Another point that stood out to Cannistraro was the longevity, friendliness, and happiness of the people who work at Smith. It is not unusual to meet someone who has been working at Smith for over 20 years or even come across a second- or third-generation employee. In fact, almost half of the Smith employees have been

with the company for 20 years or more, and 32 percent of that group has been with Smith for over 38 years.

Mierzejewski's impressions do not come as a surprise to the employees at Smith. Al Mills, a senior engineer at Smith, said, "I think this industry is more conducive to relationships. We are all customer-driven. We like what we do, and everything we do is for the customer."

Smith's vice president of engineering, Jerry McDanal, added, "We work as a team, and we have each other's backs. People get along, and they enjoy working with one another. Many of us have worked together for many years. When I look around, I see a lot of people smiling. I see people wanting to help each other. We are a family."

As much as anyone wants to partner with and work with helpful, friendly people, that is not enough to merit being named a supplier of choice. Cannistraro was looking to build a relationship, and service was an essential part of their selection process.

"From a technical side, [Smith] has been great since we've committed to them. People are always available, quick to get back to us, and quick to help us out. They keep us out of trouble, which is something we try to do with our clients. We need vendor partners that share that same commitment with us. Between Smith and our local vendors, we're confident in the team that has been built" said Mierzejewski.

For more information, visit www.jrsmith.com. MCAA thanks Jay R. Smith Mfg. Co.® for being a supporter of MCAA18 and supplying badges and lanyards.

KEY2ACT

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Tozour is now rolling out the Connect solution to most of its more than 100 technicians, said Lisa Hendy, Tozour's SMART Services leader. Within the next five years, the company plans to have 80 percent of all its technicians using Connect.

A Better Customer Experience

On the wall of Tozour's corporate office in suburban Philadelphia is a quote attributed to company founder Doug Tozour: "The measure of our success today is how many of our customers say 'I want Tozour Energy Systems on my next job!'" Customer satisfaction is paramount at Tozour, and the company's connected services strategy plays a key role in that satisfaction.

It starts with the data visibility and equipment scorecarding provided by Connect, which gives contractors a holistic view of building operations. "We're seeing things in a different way today than we ever could before," Hendy said.

Better visibility means better dispatch decisions. Thanks to Connect, Tozour knows precisely where and when technicians are needed. That visibility also means better decision-making when it comes to optimizing equipment operations and helping customers use energy wisely. Connect helps find and correct problems like simultaneous heating and cooling, unnecessary operations in unoccupied areas, incorrect sequencing of equipment, and many other issues.

The bottom line for Tozour's customers? "It's saved them a lot of money," Rhea said. "We actually reduce our client's T&M [time and materials] because we're now able to fix their problems faster. We're able to find those problems and fix them

remotely, so we're saving truck rolls." Customers are also better able to retain their tenants, who renew their leases because of the much more comfortable working environment.

Connect vs. the Competition

While there are other similar connected services tools on the market, Connect has proven to be the best option for Tozour, said Hendy. Some other tools offer only specific "canned" services, with everything already set up, and others require a lot of setup and programming to work. Connect offers the best of both worlds, combining flexibility when necessary with some standard preset offerings.

Rhea said Connect has helped Tozour differentiate itself from the competition. "It's really helped us solidify delivering a value outside of just the reliability of the technician," he noted. "Anytime you can make your techs more efficient, make your techs better, then you're always going to be that person delivering a better value."

For more information, visit KEY2ACT.com.

A Tech's Perspective

Tozour's technicians have found Connect simple to install and easy to use. Chris Gursky, a controls technician and systems performance analyst, described his experience: "It took me about a total of one day to learn how to do everything. I went out onsite with a technician, watched him do it, then came back to the office and did some things on the tool on my own time and kind of maneuvered around and figured out where everything was. Then the next time we installed one, I was able to do it on my own. That's how easy it was for me."