

# Overcoming Multi-Site Electrical Deployment Hurdles: White Paper

CUSITech, LLC



# Executive Summary

Multi-site electrical projects have significantly more issues and challenges associated with them than single-site projects. The ability to successfully manage these challenges is essential in maintaining a healthy bottom line.

You must not only have the foresight to identify all the concerns, but you must also have the knowledge and a solid plan in place to avoid costly delays and unhappy customers.



In order to navigate through a multi-site project, you need to minimize costs, meet or exceed schedules, be aware of technical and code issues, communicate with the customer and the technicians, manage risk and take ownership of tasks and accountability.

## The Challenges: Scopes, Scheduling and Sites

The challenges associated with multi-site projects can be overwhelming and, worse yet, they can impact your bottom line and ability to serve your customers successfully. Whether you have 100 sites or 1,000, the issues you face will be the same.

### Key questions when overseeing a multi-site electrical project:

- Is the scope of work (SOW) detailed?
- What are the critical milestones for the project?
- Can I answer technical electrical questions if they arise?
- Do I understand electrical code?
- Do I have time to schedule and manage all these sites?
- What will delays or mistakes cost my customer?
- Who are the project stakeholders?
- Can I provide updates to all the project stakeholders?

# The Challenges: Scopes, Scheduling and Sites

<b>Challenges</b>	<b>Potential Pitfalls</b>
<b>SOW not detailed or accurate</b>	Delays and reschedules
<b>Critical milestones not identified</b>	Delays and additional costs
<b>Handling on-site technical questions</b>	Delays, code issues and inferior quality
<b>Scheduling multiple sites nationwide</b>	Missed sites and reschedules
<b>Identifying project stakeholders</b>	Delays, unhappy customers and miscues
<b>Exterior work</b>	Exterior work, including boring and trenching, can be delayed due to cold weather and frozen ground.
<b>Working around existing utilities</b>	Exterior work usually requires a “Call Before You Dig” or “Call 811”. That can take more than 14 business days to complete.
<b>Procuring the correct materials</b>	Code in some areas requires special conduit for electrical projects, which can cause delays if not known up front.

# The Challenges: An Example

**Scope of Work (SOW):** Run two new circuits at 250 separate sites across the country.

**To Do: Verify the SOW**

**Determine technical requirements**

**Find electricians**

**Schedule work**

**Ensure code compliancy**

**Manage electricians**

**Communicate with customer**

**Close out site**

**Follow up**

**Challenge #1:** All 250 sites need the new circuits in the next month because menu boards will be installed, and the installation dates for them have already been set.

**Challenge #2:** Half of the sites have been scheduled before the customer informs you that the interior work will need to be done after hours so operations are not disrupted.

**Challenge #3:** The electrician calls you at 1:30 am to tell you that the menu board specifications require an isolated ground. The facility is not equipped for an isolated ground so an IG bar must be installed and a conductor run to the service entrance panel. Approval must be handled while the technician is on site or even more additional costs will be incurred.



## The Solution: Multi-Site Technical Experts

You need an expert who can schedule multiple sites in a short period of time and who has the ability to reschedule sites at the last minute. Additionally, you'll need the know-how to manage projects after hours and the challenges associated with that work. The solution also requires the technical knowledge to answer code questions.

## Who We Are: CUSITech, LLC

CUSITech, LLC (CUSI) can successfully support your sites nationwide, and our approach makes it easy because you only need to make one call to solve all your multi-site needs.

- **Simplifying Complexity:** CUSI can anticipate and identify unforeseeable risks. Based on our wide range of experiences, we are prepared for all the variables and issues a site may bring.
- **Streamlining Reliability:** CUSI develops accurate scopes of work and project milestone plans to ensure projects start off correctly. The most important part of a multi-site project is the development of a clear, concise, accurate scope of work at the project's start.
- **Single-Point Accountability:** Our in-house team of project managers, engineers and estimators has the experience to keep your project on track. They will provide realistic cost solutions, ensure projects are done to the highest standards and troubleshoot on-site issues. Our goal is to save you time and money while encountering fewer hassles for optimal communication and accountability.



**Simplifying Complexity • Streamlining Reliability • Single Point Accountability**

# Appendix: CUSITech Project Successes

Below are examples where CUSI project managers handled complex client issues and eliminated problems - allowing for timely project completion.

## **ATM Unreliability:**

A large national bank wanted to evaluate their worst performing ATMs to determine if electrical issues were the culprit of their high number of service calls and not the machines themselves. Our team of electricians performed electrical site surveys and audits on the circuit powering the ATMs and made corrections as needed. This program has significantly helped the customer increase their ATM availability, and it has helped the ATM maintenance company reduce its service calls on those machines by 30%.

## **Multiple Visits for Retail Stores:**

Our customer was responsible for overseeing the installation of uninterruptible power supplies (UPS) as part of its overall deployment and service offering in new Polo stores. Initially, they attempted to oversee this work on their own; however, they lacked a detailed scope of work, the technical knowledge to quickly answer on-site questions and were challenged by scheduling multiple sites. Because of that, Polo began to fall behind on its own timeline for store openings. After turning over the responsibilities to CUSI, installs were managed successfully and revisits nearly eliminated. That allowed Polo to get back on track, and our customer to focus on its core offering.

## **Scope of Work Issues for Fiber Optic Upgrades:**

A major telecom provider was managing fiber optic upgrades at hundreds of locations for a national retail company with both stand alone buildings as well as suites in business parks. Early on though problems arose when they did not have a detailed scope of work, had not identified all the project stakeholders, underestimated the complexity of the work and were not equipped with the necessary electrical expertise. They eventually turned the project over to CUSI because of that. CUSI has now completed hundreds of sites and has received several new customer referrals based on the project's success.

## **Narrow Timetable for UPS Replacements:**

Our customer was tasked with scheduling UPS replacements at 135 locations across the country. The timetable for installation was a narrow four-hour window prior to the store opening for the day. Any miscues or unanswered questions on site meant delayed openings or costly revisits. CUSI was hired to ensure that all sites successfully met the tight deadline and to provide technical expertise to see that revisits were reduced or eliminated entirely.

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