



CURA EMERGENCY SERVICES CASE STUDY



The Challenge

Summary

Cura Emergency Services heightens its productivity and efficiency thanks to CSN Group's innovative custom solution.

Background

Cura Emergency Services is an environmental consultant that specializes in emergency management of hazardous materials incidents, including diesel fuel spills and chemical plant fires. The spill management company prides itself on providing a rapid response to these incidents at a controlled cost and in compliance with government regulations. In 2014, Cura used an outdated legacy system.

The Challenge

System that lacked customer support and the latest technologies.

"We were having issues with our old system, remote connectivity, and just being able to access all of our information in one spot," said Cole Argraves, Senior Incident Manager at Cura Emergency Services. "We had to use multiple programs to accomplish our tasks, and there were a couple of failure points you had to watch for."

Continuing to rely on the outdated system in day-to-day operations became increasingly risky due to the potential of downtime.

"At that time we were still heavily reliant on physical project folders in conjunction with our in-house network," said Cole. "This was mainly due to the limitations of our old database,"

Cura needed a new, fully upgraded system that could accommodate its expanding growth while staying within budget.

Cura needed an upgraded data system to accommodate growth

An outdated system increased risk due to potential downtime



A Complete Solution

CSN Group developed and built a new, modern, fully customized system for Cura Emergency Services, which Cole says Cura uses on a daily basis.

“It is completely custom,” said Cole. “Really, there’s not a point in time when I’m working that I’m not using this system in some way or form or fashion.”

Coronavirus Spotlight

CSN Group’s custom solution for Cura Emergency Services proved especially valuable during the COVID-19 pandemic.

“Now we’re just doing everything from home, but we still have the full capabilities as we would in the office,” said Cole.

Because Cura had the new system in place and employees were able to access it remotely, the company’s operations “weren’t interrupted at all” by the pandemic.

“If we wouldn’t have had this system when the pandemic hit, we probably would have had a tough time,” said Cole.

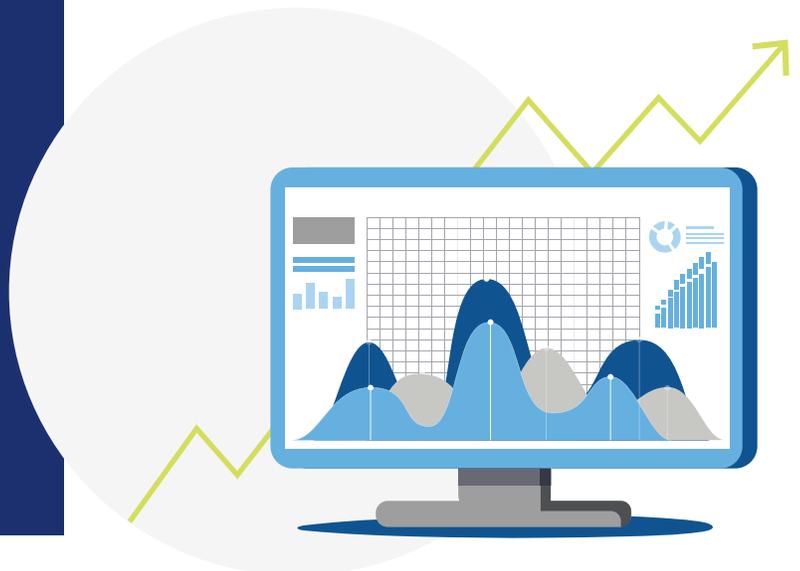
Prior to connecting with CSN, Cura had vetted other service providers, but none offered a similar custom solution at such a value, which Cole calls “immeasurable.”

“The price point was great because we’re not paying for a bunch of things that we don’t need,” said Cole. “If we specifically need something, it’s there.”

CSN’s solution eliminated the need for using disparate offline programs by consolidating all the necessary information and functionality into a single system.

“Unlike other providers, CSN understood our industry and our needs,” said Cole. “As a result, we were able to accurately establish our goals during the planing phase and ultimately implement a new system without any downtime or work stoppage.”

The custom system CSN created for Cura has improved the company’s overall efficiency and productivity.



Accident Called In

A hazardous materials incident, including diesel fuel spills and chemical plant fires.



CURA Response Crew

After the notification from the client, CURA dispatches and manages a network response crew.



Reports Uploaded to Web Portal

Cura's incident managers gather information from network contractors while they're responding to an accident. The report is uploaded to the web portal.



Client Access to Web Portal

Clients view their information and check the status of accidents real time.



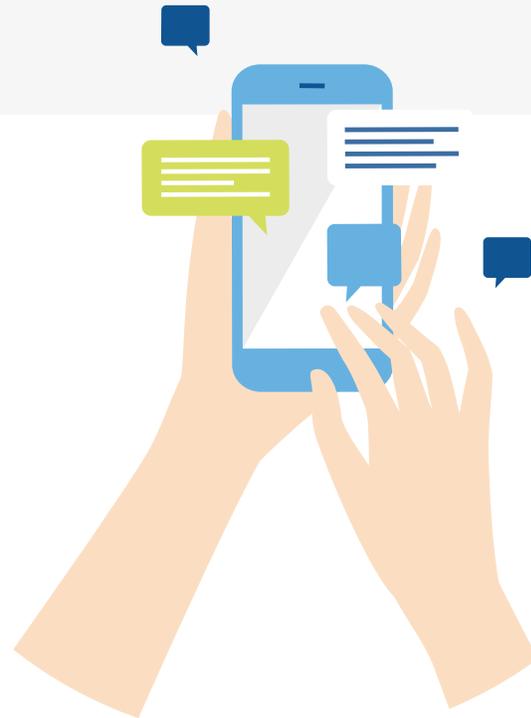
“
Now rather than using multiple programs we are using one.
—Cole Argraves, Senior Incident Manager, Cura Emergency Services

“CSN has helped put us in a forward position, technology wise”



“Our relationship with CSN has helped put us in a forward position, technology wise, within our industry and greatly increased our efficiency, and work capacity.”

—Cole Argraves, Senior Incident Manager, Cura Emergency Services



Proven Results

“With this new system, it’s pretty much all in one,” said Cole.

The custom system CSN created for Cura has improved the company’s overall efficiency and productivity.

“Our efficiency has definitely gone up,” said Cole. “Now rather than using multiple programs we are using one. This reduces the amount of time our managers

are spending navigating various programs or looking through physical file folders.”

The new system also includes a web-based client component that allows Cura to offer clients more visibility and transparency during a response. Now, clients can view their project details and documentation, including photos, reports, invoices, disposal manifests, and more in a timely, effective manner without increasing the workload of Cura’s staff.

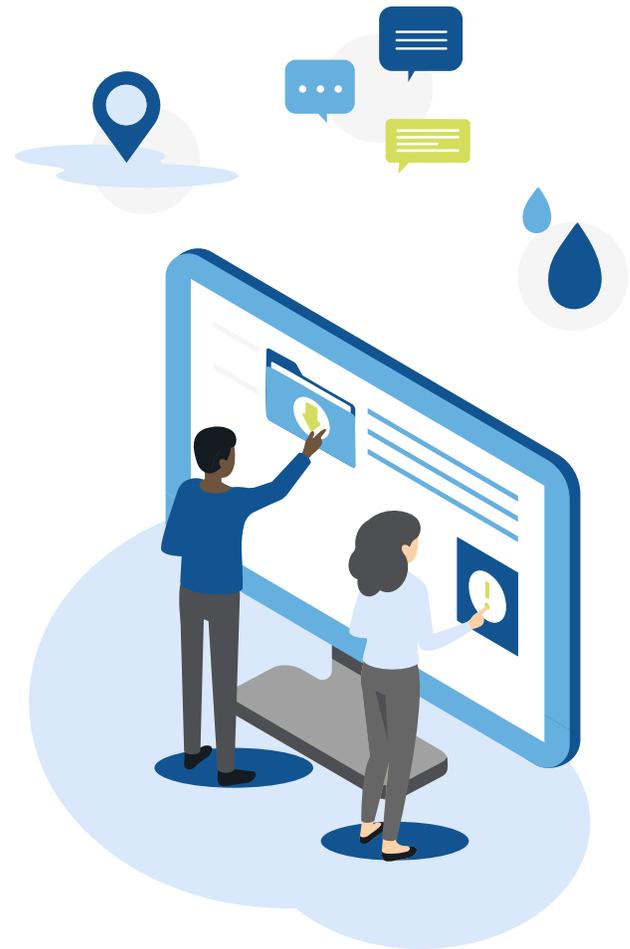
“Our clients can see everything in real time as soon as we put it into the system versus us calling them or sending them an email,” said Cole. “That’s not to say we still don’t do that, but it’s just another point of reference to the project that they have access to at any time.”

CSN’s customer service is another highlight for Cura.

“One of the biggest things is CSN’s responsiveness,” said Cole. “When our old system would crash, we’d be down for a day or two, trying to get it back up and using pen and paper in the meantime. But now if something does happen, I just pick up the phone and call Shawn [from CSN], and it’s fixed in 15 minutes.”

Cura is also impressed with CSN’s ability to quickly handle and execute change requests.

“Basically, I’ll lay out everything we need, they shoot me over an hours estimate, and usually within a couple of days, they’re done,” said Cole. “They’re great to work with.”



Results + Benefits

- **Cost-effective, cutting-edge technology**
- **Fully customized solution with the ability to keep pace with future upgrades**
- **Easy access to reliable, real-time project data**
- **Heightened staff productivity and efficiency**
- **Improved processing speed**
- **Reduced helpdesk calls**
- **High-quality customer support**