

20 Reasons

Why it's *Good Business* to do business with a CSIA REGISTERED MEMBER

Registered Member

Passed a stringent, third-party audit on 200+ criteria

Networking

Ready access to the strengths of other members

General Management Audit

Met 40+ criteria for a strong business foundation

Partnering

Expanded capabilities—technical, geographic and more

Human Resource Audit

Met 30+ criteria for recruiting, developing and training

Experience

Profit from our members' expertise

Successful Business Owners

A record of sustained growth

Solutions-Focused

Not just any solution; the best value-based solution

Project Management Audit

Met 25+ criteria in project planning and execution

Terms & Conditions

Specific, practical safeguards

Independent Thinkers

The freedom to evaluate; the ability to integrate

Quality Management Audit

Met 20+ criteria for quality and continuous improvement

The Standard in Integration

A commitment to quality and performance

Best Practices & Benchmarks

Your roadmap to selecting a sound business partner

Facilitates Selection Process

Separating "pretenders" from "performers"

Financial Management Audit

Met nearly 40 criteria to ensure long-term financial viability

Business Development Audit

Met 30+ criteria that ensure integrity of business processes

Professional Alliances

Narrow focus; broad horizons

International Affiliations

CSIA links around the world

Technical Management Audit

Ensuring the ability to develop and manage solutions



CONTROL AND INFORMATION SYSTEM INTEGRATORS ASSOCIATION

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"...being a good systems integrator goes hand in hand with operating a good business..."

The Control and Information System Integrators Association Registration Program independently audits more than 200 business performance criteria

The CSIA Registration Program requires an independent, third-party audit of members on more than 200 criteria that span all aspects of business performance.

These criteria come from the CSIA *Best Practices and Benchmarks Guidelines* manual that details standards deemed necessary to assure that CSIA members' clients get the level of quality, performance, and long-term support they expect

Raising the Bar in Seven Business Management Disciplines

- The audit has 43 criteria for **GENERAL MANAGEMENT** standards in the areas of organization, facilities, equipment, computer system management, and loss prevention. These standards demonstrate that the integrator has the proper business foundation for long-term survivability, a very important consideration for your business.
- Because recruiting, developing, and retaining quality personnel directly impact the ability to perform and support integration projects, 32 of the criteria address the field of **HUMAN RESOURCES**.
- The ability to properly plan and execute a job is absolutely critical to the success of your project. The audit has 28 criteria in **PROJECT MANAGEMENT** that assess the integrator's planning process, design standards, project quality program, documentation, testing, and safety training procedures.
- Because a proactive approach to quality and continuous improvement in a variety of business issues is deemed an important part of successfully serving you, 21 criteria assess the integrator's commitment to **QUALITY MANAGEMENT** by looking at how continuous and measurable improvements are made, and how customer service is addressed.
- **FINANCIAL MANAGEMENT** practices form the cornerstone of long-term financial viability. The integrator's means to manage, control, report, and plan the company's financial resources are assessed with 38 audit criteria that cover areas such as invoice preparation, billing procedures, and adherence to GAAP (Generally Accepted Accounting Procedures).
- You, the customer, are directly affected by the integrator's methods for developing proposals, negotiating contracts, and maintaining client relationships. The audit rates the integrator on **32 BUSINESS DEVELOPMENT** criteria that address the accuracy of qualification materials, guidelines for fairly defining the scope of work, estimating and pricing standards, elimination of hidden costs from contracts, and fair allocation of liability and risk.
- Because the automation field is so complex and rapidly changing, there are seven criteria that address the integrator's **TECHNICAL MANAGEMENT** programs for infrastructure, testing standards, configuration management, training, reuse management, and others that verify the ability to develop and manage technical solutions.



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