



No Margin for Error

US Inspection Services Helps to Keep Us All Safe

US Inspection Services (USI) is an industry leader in providing comprehensive NDE (Nondestructive Evaluation) and Materials Testing Services to a broad range of industries, from nuclear reactors and brake calipers to aircraft material and cross country gas pipelines. Their NDE capabilities range from conventional testing services through advanced, innovative inspection technologies. To support customers' quality requirements, USI NDE services are offered in-lab or on-site. Obviously the accuracy and records retention of their services play a critical role in assuring the material integrity, and therefore the safety, of so many things most of us don't think about on a daily basis.

Dennis Lee is the Vice President of Operations at USI and is based out of their headquarters in Dayton, Ohio. When he first came to USI, Dennis (along with his other responsibilities) helped out with internal IT network support. USI also had one person that came in to support IT hardware needs, getting additional help as required. When USI decided to outsource IT support, they casually looked at a couple other candidates, but with the confidence they had already built up in Marcus Thompson, they chose Expedient. USI has been depending on Expedient for IT support since 2000.

“Expedient support has had a very positive effect on our business. Our uptime is phenomenal on our network.”

The impact of Expedient IT support on business at USI has been positive. It's improved company communications via e-mail, and has helped streamline accounting processes. Dennis says “The uptime is phenomenal on our network. It's freed up the rest of us who kind of fiddled in it (*IT support*) to go do our real jobs.”

“Our customers don't notice Expedient support because it's seamless.” If the network didn't stay up and running, customers would notice very quickly. There was one instance where USI needed help from Expedient on a Saturday night at midnight, and they stayed on it until 5AM Sunday morning to get a computerized XRay network back up. Customers would have definitely noticed that if we hadn't been able to resolve that problem. Since turning to Expedient for IT support, USI has never had a customer complaint based on IT. Things such as “server not accessible”, “e-mail not accessible”, or “web site down” have just not happened.

USI associates no longer need to wait for Dennis to get on line – he spends a lot of time on the road – to help them resolve their IT problems. They know to call Expedient, and immediately Expedient either shows up or logs in remotely to fix any problems, allowing associates to keep running. “That's invaluable” Dennis says, “I don't even know how to put a price on that.”

Expedient has earned such confidence from USI that Dennis feels that when IT improvements or fixes are needed, he can just say to Expedient “Buy what you need – and I don't have to look at it. With other vendors, you want to see everything they're doing every step of the way. Not Expedient. I just turn it over to them and I know it will get done.”

“Expedient has been probably the greatest vendor we've ever had – bar none.”

When asked what Expedient could do to improve their services, Dennis said “I can't imagine what it would be, except moving their offices into our offices.” In the meantime, we'll all count on USI to make sure those nuclear power plants and aircraft wings and engines are holding up as well as Expedient service.