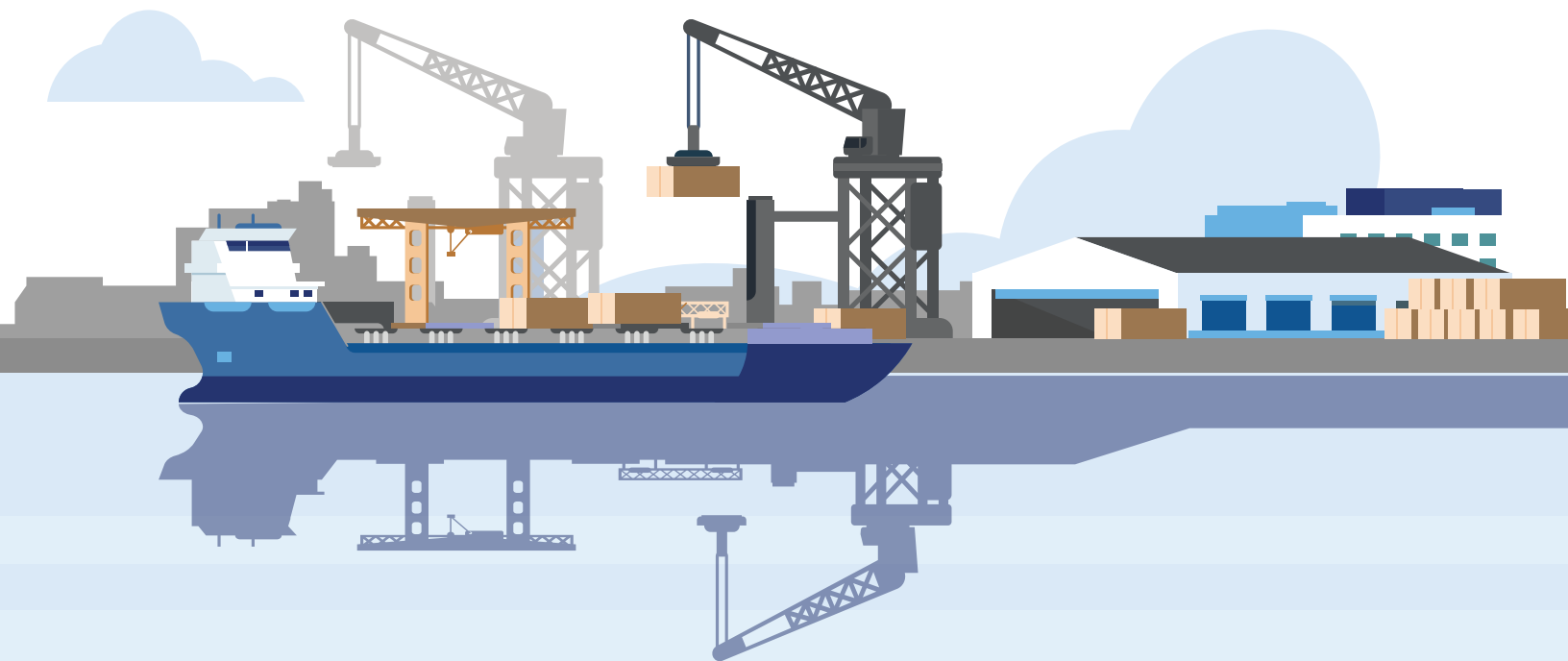




SABINE SURVEYORS CASE STUDY



The Challenge

Summary

Sabine Surveyors ensure quick and effective vessel compliance with CSN Group's fully integrated cutting-edge platform.

Situation

Sabine Surveyors has been providing consulting services to the marine industry for more than fifty years. When the government released new regulatory changes for the inland towing industry five years ago, Sabine strategically decided to pivot to a new line of business as a third-party operator ensuring vessels were in compliance with the new US Coast Guard regulations. However, the volume of work concerning vessel surveys and audits would be very high. Sabine needed a way to quickly correlate findings and generate customer reports.

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New regulations caused increased volume of work



“A bunch of developers didn’t just give us an application.”



“CSN Group is very customer-focused. They listen to the customer. A bunch of developers didn’t just give us an application—we worked as a team to put it together.”

—David Pereira,
President Sabine Surveyors



A Complete Solution

Sabine Surveyors worked with CSN Group to develop a fully integrated platform consisting of three portals:

- Management Portal for the supervisors in charge of overseeing the work
- Customer Portal for clients to view their information in real time, schedule inspections, and check the status of different vessels.
- Inspector Portal for surveyors to adhere to a checklist and take photos and notes while in the field

David Pereira, President of Sabine Surveyors, acknowledges that competitors offer integrated systems that achieve similar goals but with unnecessary extra features and at an added cost.

“With competitors’ systems, you’re typically buying more than what you need,” said David. “With CSN and their expertise in our industry, they knew exactly what we needed and they asked us the questions they needed to ask us to make sure they got it right. “We only paid for what we needed.”

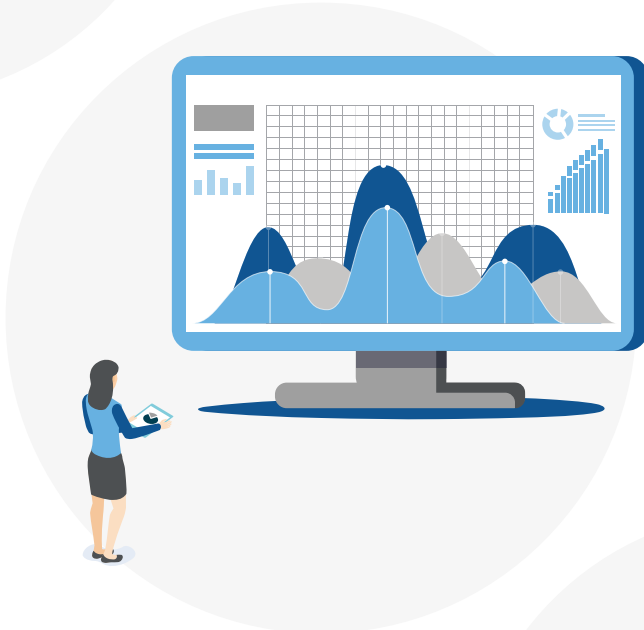


Management Portal

Management Portal for the supervisors in charge of overseeing the work

Inspector Portal

Inspector Portal for surveyors to adhere to a checklist and take photos and notes while in the field



Customer Portal

Customer Portal for clients to view their information in real time, schedule inspections, and check the status of different vessels.



Real Time Insights

CSN developed a complete mobile solution for Sabine Surveyors to perform a complete audit on a vessel. Inspection information pushes to their back-office system, which is linked to the client's dashboard in the custom web portal. This enables customers to communicate with the surveyors' information in real time.

Results + Benefits

CSN's custom solution works so well that Sabine has saved money on recruiting full-time employees to fulfill the anticipated high volume of work.

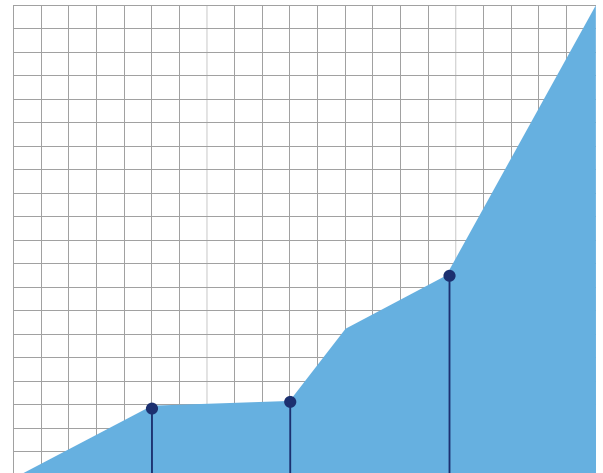
"The software not only helped us organize everything and generate reports, it saved us from hiring an additional two or three people to do that work," said David.

In addition to reducing costs, CSN provides an exceptional level of customer support for Sabine.

"What CSN has provided is cutting edge for us," said David. "They're also always happy to engage any other ideas we have to expand the system."

“ It saved us from hiring an additional two or three people to do that work.

—David Pereira,
President Sabine Surveyors



- **Affordable cutting-edge technology**
- **Clean, custom mobile solution with no frills**
- **Real-time insights from a single data source**
- **Automated reports**
- **Excellent customer service and collaborative relationship**
- **Cost savings**