

# EnSiteUSA Trusts IMAGINiT Priority Support for Fast and Accurate Answers to Civil 3D Questions

## The Organization

**EnSiteUSA** provides engineering support covering pipelines, facilities, and systems related to production, gas transmission & distribution, measurement and regulation, gathering and injection, integrity management, cathodic protection, and regulatory compliance. Its offerings include:

- Bundled engineering, procurement, and construction management (EPCM) services
- Standalone services that fill disciplinary gaps
- Technology solutions including EnSiteUSA Project Information Center (EPIC), 3D laser scanning, and an in-house project controls platform



## The Challenge

"Our civil engineers support upstream, midstream, downstream, transmission, and renewables customers across the United States," said Todd Arms, Vice President, Information Technology. "They need to focus their attention on listening to customers, understanding their challenges, and quickly addressing those challenges with the right solutions."

Todd continued, "Part of my role is to ensure our teams have the technology they need to deliver projects on time and on budget. One tool used by all our designers is Autodesk Civil 3D software, which improves drafting, design, and construction documentation. When designers have questions about the software or when it isn't working correctly, they contact our EnSiteUSA help desk. We get them prompt, accurate answers to reduce downtime and prevent delays that frustrate our team and our customers."



**Todd Arms**  
Vice President,  
Information Technology  
EnSiteUSA

## The Solution

More than 10 years ago, EnSite started working with Advanced Solutions Inc. (ASI), which was acquired by IMAGINiT in 2019. "We received outstanding service from ASI," said Todd. "When the team we had worked with for years moved to IMAGINiT, we moved with them and subscribed to IMAGINiT's Priority Support option."

Priority Support is an annual support offering that provides phone, email, and online access to a dedicated team of IMAGINiT experts that guarantee a response within four business hours. They answer software workflow questions, help with common setup and installation challenges, and troubleshoot complex issues.

Serving as the liaison between EnSite and IMAGINiT, Todd forwards requests from his designers to IMAGINiT, and a support expert responds directly to the designer. "This approach ensures that we appropriately track support requests and identify trends in software issues or training needs," said Todd.

## The Results

"The consistent contacts made the transition from ASI to IMAGINiT easy, and the bench strength of the large IMAGINiT support team meant that we got answers to questions even faster than before," said Todd.

Throughout the years, IMAGINiT has helped EnSite get quick resolution to their Autodesk Civil 3D challenges.

"We contact the IMAGINiT support team about once a week," said Todd. "Because they know our company, our systems, and our people, they can jump right into problem solving. And because they are experts in Autodesk software, are excellent communicators, and use screen-sharing to walk through workflows, we know the solutions they provide are correct."

"The value of our relationship with IMAGINiT extends beyond our immediate support needs," said Todd. "As our business evolves and we consider additional software, training, and support, we know we can turn to IMAGINiT for recommendations that address our specific needs."

## Solutions Beyond Software

IMAGINiT Technologies, a division of Rand Worldwide, helps architects and engineers become more proficient in the use of 3D technologies to design, develop and manage complex engineering projects faster and more cost-effectively.