

## Customer Spotlight: Manufacturing CPI Engineering Services, Inc.

Midland, Michigan • cpieng.com



### Company Profile:

CPI Engineering is a recognized leader in the development and manufacturing of high-performance synthetic lubricant systems, providing sales, service, and technical support to customers around the world. CPI's lubricants are used in a variety of compressors, pumps, rotary shaft seals, hydraulic systems and instrumentation.

CPI prides itself on using creative problem solving and new product development to deliver the highest quality goods and services to its customers. Additional offices are located in Houston, Texas and the United Kingdom.

### Their Challenge:

CPI's industrial synthetic lubricant product line is designed to extend the life of equipment, increase efficiency and reduce maintenance costs for its customers. In order to provide a turnkey solution, CPI analyzes samples of the customers' used oil. This analysis tells CPI how well their lubricants are performing to the required specifications.

CPI sought a Laboratory Information Management System (LIMS) for use in their technical services laboratory to allow them to analyze the samples and provide a detailed report to customers, as well as increase overall efficiency.

### Our Solution:



CPI Engineering chose Sample Master® Pro because of its powerful ability to automate many laboratory processes such as integrated bar coding, instrument integration, and automatic emailing and faxing of test results.

CPI also worked with ATL and its strategic partner, Labtronics, to interface many laboratory instruments including a Viscometer and HPLC. Some analyses performed include moisture analysis, elemental analysis, particle count and TAN (total acid number).

Like all laboratories, CPI has turnaround time goals: theirs is that all customers will receive a report on their samples within three days. CPI's process is as follows: an oil sample is received, a bar coded label is printed for the sample, and the sample is analyzed. The bar code is then scanned for each test and the result is recorded.

The Electronic Data Transfer module of Sample Master® Pro imports the results overnight, then technicians review, approve and validate the results the next day, and produce a final report that is emailed or faxed to the customer.

With the use of Sample Master® Pro, CPI is able to meet the three day goal, plus reap additional benefits including overall increase in efficiency, accurate reporting, higher quality of data, and improved customer satisfaction.

“From the first contact with ATL, their staff has been pleasant to work with. When we told the people at ATL that we were going to need to customize some of their software to meet our needs, they worked with us to come up with a solution. It has been and continues to be a pleasure to work with ATL.”

Ken Sheffield, Database Administrator  
CPI Engineering Services

Accelerated Technology Laboratories, Inc. provides data solutions for Fortune 500 companies and to a variety of industries including water & wastewater, analytical, energy, environmental, food & beverage, chemical, government, public health, industrial hygiene, biotechnology, forensics, clinical testing and manufacturing. Founded in 1994, ATL launched the first commercially-available Windows-based Laboratory Information Management System (LIMS).

Today, our products are running in over 450 laboratories around the world with over 45,500 users, and supported by a steadfast commitment to excellence in product quality, support and training. ATL is one of few independent LIMS firms that is ISO 9001:2008 certified. ©Accelerated Technology Laboratories, Inc. All rights reserved.



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