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- Ron Adams
IT Director
Crane Valve

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CRANE VALVE, INC.

At a glance

Company

Crane Valve, Inc.
Conroe, TX
www.cranevalve.com

Number of Employees

Approximately 500

Products & Services

Commercial Valves

Target Markets

Power Generating
Refining
Chemical
Pulp & Paper
Commercial Construction
HVAC

The Story

Crane Valve is part of the Crane Company, which has its headquarters in Stamford, Connecticut. Employing over 500 people, Crane Valve supplies commercial valves for the power generating, refining, chemical, pulp and paper, commercial construction, and HVAC industries.

Entsgo has been providing support for Crane Valve's MANMAN application on the HP 3000 platform since 2002. "Entsgo's support has been all encompassing," states Ron Adams at Crane Valve. "We first brought them in to help manage the system, to ensure that the system was working correctly and to perform back-ups." But now Entsgo provides total system support, including telephone assistance and — when necessary—custom programming. "It's totally hands-off for us. Entsgo handles everything."

Crane Valve is impressed with the level of customer service it receives from Entsgo. "We average two or three calls a week," states Adams. "Entsgo is always very responsive. They respond to our inquiries immediately. They usually have the answers to our issues when we call, but if they don't, they are quick to find a solution and get back to us. I'd rate Entsgo a 5 out of 5."

The people at Crane Valve also appreciate the personal touch that Entsgo brings to the business. "Our users work with one or two people there," state Adams. "We're on a first name basis with them. They know us, and they know our business."

Even with the exceptional service from Entsgo, Crane Valve realizes that it is managing its manufacturing operations with a system that is no longer being supported or enhanced from the original software vendor. One of the company's long-term objective is to move off the MANMAN product to a more modern solution. "We'll rely on Entsgo to help us move off the MANMAN product when we move to something different. We'll count on the people from Entsgo to make that happen smoothly."

"We've been very satisfied with Entsgo and the role they've played with us," states Adams. "We look forward to continuing our relationship with them well into the future. It's been a great experience."