



# CSG

Custom Solutions Group  
by HM Cragg

**CUSTOM SOLUTIONS** *for unique power applications*

*HM Cragg is proud to offer **Custom Power Solutions**, where out-of-the-ordinary backup power challenges turn from concept...into reality.*



# WHAT CSG OFFERS YOU:

## *HM Cragg's Custom Solutions are ideal for . . .*

- Emerging and alternative markets
- Distributed networks, network closets and "edge" networking
- High-tech manufacturing
- Industrial process control
- Machine builders, OEM's
- Water/waste water
- Transportation including railroad, bridges, tunnels, tollways
- Government/military
- Oil and gas
- Marine

## *We create customized backup power solutions for:*

- Unique datacenter applications
- Harsh or extreme environments, including:
  - High/low temps
  - Water/humidity
  - Dust/dirt
  - Caustic chemicals
  - Outdoor/direct sun
- Extended runtime situations
- Locations prone to shock/vibration

### **INITIAL SALES & ENGINEERING SUPPORT**

Our team of Sales Managers, Application Engineers and Project Managers can assist in presenting the value of a Custom Solution, uncovering project specifics and help fully understand a unique application and develop the correct solutions. We can do this with joint calls/presentations with the end-user, site walks and providing reference images or concept drawings.

### **SOLUTION DEVELOPMENT**

We can define the solution best-suited for the application and provide all supporting documentation and drawings for your custom project. In addition to defining the power and enclosure solution, we also specify required ancillary equipment that provides heating/cooling, signaling/communications, breakers/fusing, etc.

### **DEDICATED PROJECT MANAGEMENT**

Each custom project is assigned to a CSG Project Manager, who sees the job through, from start to finish. They understand the nuanced, high-touch management required for unique power solutions. This includes providing a finalized bill of materials and enterprise resource planning, utilizing our factory direct channels for optimal component quality/pricing, defined project scheduling and clear communication with all parties.

### **SOLUTIONS BUILD TEAM**

Our custom-build services team has a proven track record of on-time and on-budget builds over the past 15 years. Our experience provides customers with industry leading system quality achieved by dedicating ourselves to first-rate customized power solutions. Staff CSG Technicians specialize in AC and DC power systems, battery maintenance, control panel builds, motor controls and power distribution.

### **TESTING AND CERTIFICATION**

Our power systems can be labeled to the UL 508a standard with our Intertek ETL label. All systems undergo these testing practices before shipping: full-system verification that includes point-to-point testing, system functionality testing and programming, load testing and full battery recharge.

### **SHIPPING**

Our team ensures that each system is classified and packaged in compliance with the applicable National Motor Freight Classification. Available shipping options include: shock-absorbing pallets, unloading ramps, dedicated shipments, white-glove services/inside delivery and site integration.

# EXAMPLES OF CSG SERVICES:



**KITTING & ASSEMBLY**



**MODIFICATIONS TO STANDARD PRODUCTS**



**POWER SYSTEM INTEGRATION**



**ENGINEERED SOLUTIONS**



**FIELD INSTALLATION SERVICES**

## What our customers say about working with HM Cragg's Custom Solutions Group . . .

*In the current climate of supply chain woes and end-user design changes, most vendors lead their responses with "No because...". That is never the case with HM Cragg Sales and Engineering. They always work to find a way to achieve what others can't do, or won't try to do. Their Sales group finds ways to respond quickly and augment offerings very quickly. Engineering is thorough in their review and design, while also being flexible with substitutions and ingenuity. The quality of workmanship in the finished product is clearly evident. When a product passes an HM Cragg factory test, the product is complete and clear of defects. This is a large advantage of using HM Cragg!*

*– Willie Hughey, Executive Sales Engineer  
Performance Power Concepts*

# Why HM Cragg?

## Values

- **Together we are Better** – a true partner and extension of your organization's capabilities
- **Strive for Excellence** – provide the best solution possible
- **Create and Innovate** – more than just another parts supplier, we're your collaborator, providing a total solution

## People

- Decades of experience supporting power-related projects

## Support

- Applications engineering, technical pre-sales support
- Direct customer interaction, joint sales calls, training
- Marketing – campaign strategy, electronic and print material development, direct mail, eMarketing support
- Product availability – in-stock in our distribution centers
- Project management



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