ARCHITECTURAL FIRM UTILIZES RECURRING TECHNICAL SUPPORT TO INCREASE EFFICIENCY

BUCHANAN TECHNOLOGIES
BUILD. RUN. HIRE.

THE CHALLENGE

A mid-size, successful, Dallas, Texas based architectural firm had 700 employees across 13 offices. The IT support team was centralized in the main headquarters locations, but the smaller, remote locations were left with infrequent site visits. This scenario caused non-technical employees in remote locations to spend a significant amount of time trying to resolve IT issues. The firm did not have a need for a full time technical resource in the remote locations, but where looking for a solution to minimize down time, increase efficiency, and overall increase employee satisfaction.

BUCHANAN'S SOLUTION

Buchanan proposed a solution utilizing its existing ROSS model – Recurring Onsite Services Support - to meet the needs of the architectural firm. The ROSS solution provided the on-site support technician for two days a week. The days were predefined and as a result the firm had the same technical onsite every week. By utilizing the same technician, they would become familiar with the firm's systems, applications and overall environment, therefore providing a consistent level of service. In markets that had multiple offices, a technician could be shared and move between multiple locations based on current demand.

THE SUCCESS

The execution of the ROSS model increased overall user satisfaction and increased productivity by providing technical support on a consistent basis to the end user. The end users were no longer spending time on technical issues and the corporate technical support now has a more proactive approach to the needs of the remote offices. In addition, the technician can split time in multiple locations. By using an experienced technician that comes on a set schedule, the technician learned the customer environment and is now able to handle a large range of issues and gives the presence of a full time employee without the overhead expense.