

IT STAFF AUGMENTATION SERVICES

# Buchanan Drives Digital Transformation for Top Energy Supplier



## THE CHALLENGE

As one of Ontario, Canada's premier employers and a formidable presence in the nuclear energy sector, our client recognized the imperative to embrace a digital transformation strategy for sustained competitiveness. Endeavoring to streamline operations and incorporate cutting-edge technologies aligning with the customer journey, they faced ambitious goals. The requirement for specialized IT support capable of adapting to dynamic demands was evident. However, the specialized nature of the project did not warrant long-term, full-time hires.

This transformation extended beyond technology; it encapsulated a broader aspiration for the energy supplier to emerge as a global leader in nuclear energy, reshaping industry paradigms. Involving innovative project development, the endeavor necessitated expertise in implementing Artificial Intelligence and seasoned project management to ensure adherence to timelines, budgets, and the overarching project trajectory.

Effectively steering through an expansive digital overhaul within a rapidly evolving industry landscape necessitated intermittent short-term support. The quest for flexible yet highly skilled talent emerged as a critical and formidable challenge.

## THE SOLUTION

Positioned as a preeminent Managed Services Provider with a proven track record spanning over three decades, Buchanan proposed a solution leveraging its professional service and staffing arm. Recognizing the pervasive pain point of IT resourcing for many organizations, Buchanan sought to alleviate the burden faced by the energy giant. The proposed solution aimed to provide the requisite skills for the duration necessary to complete the digital transformation initiative, thus propelling the energy giant toward success.

Buchanan facilitated technical and specialized Artificial Intelligence resources to underpin the development of the organization's custom AI chatbot, serving as a real-time resource for its employee base. The firm's team of IT-specific recruiters diligently engaged existing relationships, tapping into a talent pool that included AI experts and adept project managers capable of adapting to the swift advancements in the energy sector.

Throughout the initiative, Buchanan addressed specific needs by providing additional, specialized talent for short-term projects. This holistic approach ensured comprehensive support for the multifaceted digital transformation.

## KEY METRICS

### *Streamlined Digital Transformation*

Achieved significant operational efficiency and cost savings through targeted implementation of advanced AI and new systems.

### *Specialized Talent Deployment*

Provided on-demand, high-caliber AI experts and project managers, ensuring seamless integration and expedited project delivery.

### *Enhanced Employee Satisfaction*

Implemented a custom AI chatbot, improving real-time support and boosting employee satisfaction with quicker service.

## THE RESULTS

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## WHY BUCHANAN?

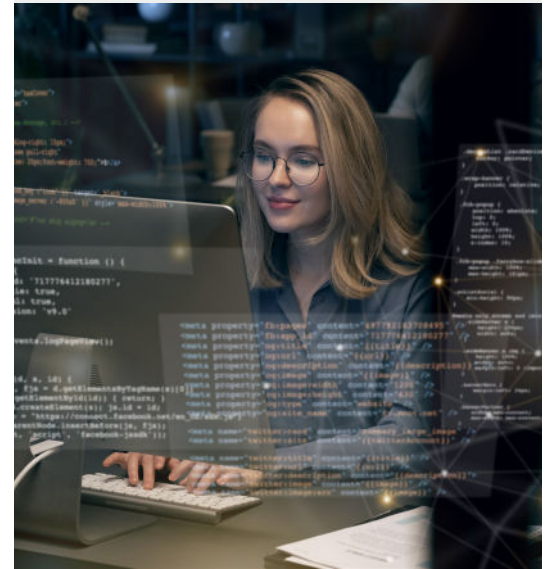
- Full stack provider with expertise in end-to-end infrastructure management, modern workplace services, and application performance management
- Proven ITIL-based processes
- Best-in-class remote monitoring and ticketing tools
- Continuous process improvement methodology
- Customer satisfaction monitoring
- Industry-recognized best practices
- Flexible pricing and delivery models
- 100% satisfaction guarantee

## ABOUT BUCHANAN

Buchanan Technologies is a full-service MSP helping organizations across the globe turn their business technologies into a powerful competitive advantage through our strategic partnerships, state-of-the-art technology services, and digital transformation solutions. Mid-size, enterprise, and Fortune 100 businesses all rely on us for expert perspective, technical know-how, and boots-on-the-ground manpower. Our methodology transforms everyday technology investments into streamlined, secure, and scalable solutions that support our clients' growth.

**GET STARTED TODAY!**

1.888.730.2774 | [www.buchanan.com](http://www.buchanan.com)



***"Buchanan has been a key business partner since 2007, providing professional staffing resources. We are impressed with Buchanan's service levels and responsiveness to our ever-changing IT needs."***

***Jack Plonien,  
Svp Information  
Technologies Division***



Our 100% Performance Guarantee ensures your complete satisfaction. If we don't meet or exceed your Service Level Agreements after 30 days, you don't pay us a dime. Period.



**BUCHANAN**  
TECHNOLOGIES