

INDUSTRY: Construction

the CHALLENGE:

With Old Servers, Do You Upgrade or Migrate to the Cloud?

In 2013, our construction client recognized technology as a tool for growth. Ten-year-old servers and hardware were nearing end of life and with 75 percent of his company in the field, mobile technology was becoming more and more important. He then engaged 3Points after a decade-long relationship with a previous IT consultancy. He wanted to use cloud platforms to increase productivity for his 100 employees, tapping into the rich features of Microsoft Office 365. He wanted to go beyond being reactionary and use technology to build his company.

"I didn't want to buy a new exchange server and new licenses and new software," he said. "Knowing that you're still going to have to pay for it, I liked the idea of 365. I would always have the newest version and newest updates. Every user would have the current version of Office and all the emails are in the cloud and you have the use of mobility with that offering. Office 365 has five copies that you can use so if I have five devices, I still pay 20 dollars a month."

He liked the idea of accessing information from any device. "I have all the same information on desktop, iPhone, my Surface, my laptop. It wasn't like that before. I could keep everything in Dropbox, but 365 is our email, our software; it's bigger than Dropbox. It's one big package of the most popular productivity suite in the world. We haven't even tapped into 10 percent of the ability of this and that's where 3Points is helping us use the capabilities of the software," he said.

the SOLUTION:

Cloud Email, Synced Documents, and Connected Field Staff Boosts Business Productivity.

One of the first projects 3Points completed for them was transitioning the company from Blackberry to sixty iPhones and 12 iPads, and changing from Sprint to Verizon. "It was a big deal, the project was a success. As we were doing it, Apple and Microsoft were changing the technology. We couldn't have done it without them (3Points)," he said.

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CASE STUDY

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the SOLUTION Cont...

In early 2014, they invited 3Points to submit a proposal for providing a technician onsite weekly, among other technology goals. Enter the migration to Office 365 for their 25 office personnel and 75 workers in the field. In so doing, he eliminated an on-premise exchange server, reduced the amount of network hardware, improved data backup, optimized mobile productivity, and began implementing SharePoint, part of the Office 365 suite, as an Intranet. "That's where there's been higher level results to helping us achieve goals related to technology," he said, always striving to keep his company on the proactive curve of technology.

That curve is often measured through productivity. They are now beginning to post information like agreements, timesheets, human resource forms and other documents for contractors, employees, partners and clients to access quickly via links. And it's all managed from a central place. He manages the SharePoint page from his computer.

People in the field and the office share documents and pictures more easily with Lync and SharePoint. They are synchronizing files to the cloud with One Drive Pro for anywhere-access to office files and redundant backups to the cloud.

Working more efficiently is in the small details, too, like reducing employee's time spent on the small, gritty details. He says, "There's a big opportunity for our field employees to use SharePoint so they can get more information easier. We're going to try and get rid of the busywork. Not a lot of people are using mobile solutions for all their business. Taking what has been done on paper in the past, SharePoint can handle it."

As an innovator, they turn to 3Points for solutions. "They come in when I say, 'I've got this idea...' They see

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what's ahead of them. We've been testing and working through the set-up of it. When Michael comes every week, we work through the challenges and they research it and come up with a solution. We're getting all the bugs worked out before we set it loose for our internal employees."

He says he's comfortable with his email database being with Microsoft. It was a better alternative to upgrading local email with a new server purchase, licensing, storage costs, backup costs, installation and maintenance costs. Office 365 has a monthly cost per user, which is lower than the future cost of an on-premise Exchange server. "All I need to do now is to start training and setting up other users to do the same thing. We're ready or poised to leverage the software and the skills of 3Point to helps us to expand this in our business," he said.

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the SOLUTION Cont...

He points out that everybody there knows how to use a computer, but there's more they can learn to be productive. "When I chat with one of my employees, it takes them eight clicks to get to one location, but did you know you can press one button to get there? That's the type of thing I want 3Points to help with. When my employees learn how to be more productive when they use technology, I get the most bang for my buck," he said.

He likes the fact that his company and 3Points are walking down the same road. "What was interesting, as I've learned from 3Points, Kyle and the team who has helped us out, was that they're going through similar things in their organization," he said. "They knew a lot more about it than we did, but they're figuring out the protocol, vetting out internally anything they propose and support. They needed to do that before we could get to these goals and projects. Once we got past solving the 'my printer's broken,' I really felt they were helping me achieve higher results," he said.

"Having them as a partner has taken the burden off of me and I trust them when things go wrong. I'm leveraging technology and they are there with me to leverage those goals," he said.

He adds, "They have the capability to ramp-up or to go with the speed that I want to go with. From day one, they would give me more insight than competitors. They're ahead with their processes and being able to ask the questions and help me. I say, 'This is what I want to accomplish.' They see the end goal and help

SNAPSHOT OF CLIENT

Industry: Commercial Plumbing
Employees: 100
Year Founded: 1906
Location: Alsip, IL
Customers Include: University of Chicago Hospitals, Northwestern University, and Fresh Express
Specialties: Commercial and industrial plumbing construction and maintenance.

MICROSOFT OFFICE 365 ADVANTAGES FOR THEM

Provides hosted email, mobile email and document sync increases efficient communications between field and office staff.

Reduces amount of hardware in the office. Latest versions of software are continuously updated.

Enables full Office 2013 installations on 5 devices.

OneDrive for Business puts documents in the cloud, making them accessible from anywhere. These include: contracts, drawings, project pictures, timesheets and forms.

Hosted cloud services avoids expensive licensing, hardware, installation, and maintenance costs of a new email server.