

Construction Firm Outsources IT while Improving Operations, Productivity and Reduces Cost



Executive Summary

Custom Drywall

- HQ - St. Paul, MN
- Services:
 - Drywall
 - Plastering
 - EIFS
- Employees:
 - 20+ Staff
 - 300+ Tradesmen

Business Challenge

- Cost Effective IT Support
- Technical Expertise

Business Solution

- Total Care

Business Results

- Reliable and Effective IT Support
- Optimized IT Environment
- Reduced Operating Expenses

Company Overview

Custom Drywall provides construction services on a national scale. They maintain a staff in St. Paul, MN of approximately 20 employees who support over 300 tradesmen nationally.

Business Challenge

Custom Drywall has been a long time client of Sovran's. Originally, Custom Drywall engaged Sovran to perform their IT maintenance on a time and materials basis, basically a reactive approach to their IT support. As they grew and their IT needs changed, it became apparent they could no longer effectively maintain their systems as they had previously done. Their systems needed more support than they currently had available.

At this point, they had a couple options to help resolve the issue: one, hire additional staff to deal with the issues; or two, hire an IT company with the necessary expertise to manage their systems. Custom Drywall's Sovran sales representative, Chris Andre proposed Sovran's Total Care Managed Services as the solution. They decided to take the proactive approach to attain the benefits of an in-house IT staff skilled in every technology, optimizing the overall IT environment at a cost less than a full-time resource onsite.

“Responsibility stops at Sovran. One call and there are no more worries.”
– Allan Bridge

Business Solution

Sovran's Total Care Managed Services solution improves IT and reduces expenses overall. Sovran manages the entire IT infrastructure and users including:

- Two locations
- IP Telephony Solution with Contact Center and Wireless IP Phones
- Server and Network Infrastructure

- Internet Access
- Security
- End Users' Workstations/Laptops
- Remote Workforce
- And much more...

This solution met the IT needs of Custom Drywall perfectly. Their primary concerns for the management of their IT were user support/desktop management, unified communications and contact center management.

Business Results

The result is a Virtual IT department, skilled in every technology, leveraged by Custom Drywall, at a fraction of the cost of a single full-time IT resource onsite. The proactive approach to their IT management ensures that their systems are optimized and operating properly at all times. Also, having an outsourced Help Desk, has freed up onsite resources from being in the middle of vendor management and/or routine troubleshooting.

“It’s nice to have a company that’s responsible for everything, being that one-stop-shop. No more worries about tracking maintenance agreements, etc...”

– Allan Bridge