



CenterBeam Helps Layton Build Success Through Better IT Management

>>> The Challenge:

Offer an efficient, cost-effective solution to this construction and engineering services company to ensure that both onsite and remote employees have the IT tools and support they need.

The demands of supporting the remote job sites in addition to other strategic initiatives left an in-house IT staff of ten without enough time or other resources to effectively address either.

CenterBeam's help desk resolves 90% of calls it receives without escalation and regularly achieves a 95%+ customer satisfaction rating.

The Layton Companies is a full service construction and engineering services company based in Salt Lake City that serves clients primarily in the western region of the country. This means coordinating the activities of 500-600 off-site employees at scores of job sites from Nebraska to Hawaii, Washington to Texas, and providing reliable hardware, application solutions, support and connectivity on a daily basis.

Dallis Christensen, Layton CFO and CIO, says, "Construction professionals constantly face obstacles that get in the way of trying to get buildings built. We have to make sure our IT systems are up and running and that the computer doesn't become yet another obstacle."

Layton began with an in-house IT staff of ten. However, the demands of supporting the remote job sites and other strategic initiatives left the internal team without enough time or other resources to effectively address either. Next, the company contracted an outside IT management firm to provide help desk and other technical support.

Although Layton's network became more reliable, help desk support services continued to fall short of what was needed. According to IS Manager Shane Silcox, "The firm we selected didn't really have the necessary expertise, so they ended up functioning more like a dispatch center than a help desk. Simple problems would get taken care of, but because each person was responsible for 50-60 different projects, even then it might mean a three-hour wait for a fifteen-minute fix." Calls that weren't fixed ended up being routed back to Layton's technicians who were inundated handling follow up repairs and onsite service calls.

Christensen was frustrated because he had no way to measure or inspect the effectiveness of the services being provided. He says, "We were paying a flat monthly fee, but had no details as to exactly what problems were coming up or whether they were being resolved successfully. There wasn't enough transparency or accountability built into the system."

CenterBeam's Pricing, Service and Expertise Lay a Strong Foundation

A highly flexible pricing plan was one of the keys to Layton eventually switching to CenterBeam. Clients are able to review a "menu" of services and alter their selection on a month-to-month basis without long-term contracts. This simplified the process of adding features and coverage, since Layton works in what Christensen calls a "fluid environment," adding two to three new projects monthly. The previous IT management firm had required the company to set up an entirely new contract for each new job as it came online.

"With CenterBeam, we now have an outsourced partner whose services are flexible and scalable, which is much more in alignment with our world. I also like the monthly 'fee-per-user' model, which gives them an incentive to keep everything running as smoothly as possible," he says.

Now, in addition to receiving regular detailed service reports on the number, type and resolution of help desk calls, Layton also has real-time access to a "CIO Dashboard" that provides constant feedback on services provided along with resolution and customer satisfaction metrics. Silcox says, "Even when our user satisfaction rating is 99 percent, which isn't uncommon, CenterBeam keeps looking for ways to improve." These ratings are regularly in the 95%+ range.

He also reports that CenterBeam's help desk staff is extremely knowledgeable and resolves 90 percent of the calls it receives without having to escalate issues to a Layton technician. By comparison, the former provider had to escalate that same percentage for further assistance.

The ability to log on remotely is an extremely helpful capability in this regard and allows help desk staff to navigate within a user's computer as if they were sitting in front of the screen themselves. Layton Senior Project Manager Mike Colligan says, "CenterBeam consultants can log on from their site, go through the screens and find exactly what they need to fix a problem. That's very helpful in getting things resolved much more quickly and cost effectively. What used to take hours or sometimes days is usually taken care of in minutes now."

Creating a Better IT Framework

Support, monitoring and maintenance of Layton's IT infrastructure is much more efficient since CenterBeam took over these responsibilities. In addition to the high levels of customer satisfaction and successfully resolved help desk issues, other examples of the new IT environment include:

- **Better Network Monitoring.** When issues like loss of the company's system-wide project management application or system connectivity have arisen, Layton has been able to respond proactively on job sites that CenterBeam monitors full-time. In those cases, IS Manager Silcox reports that CenterBeam has notified him immediately and that issues have been addressed even before the job sites realize there is a problem.
- **Improved Data Backup.** Regular automated server and individual computer backups provide secure and protected archives when the inevitable hard drive crashes or laptop is lost. In many cases, a complete hard drive can be restored in 30 minutes. In the past it could take up to a month to manually locate and retrieve all the necessary data from company servers.
- **Enhanced New Site and Employee Set Up.** Connecting new project locations to the company network used to require IT staff to be on site for several days. Working remotely, CenterBeam can now accomplish this in several hours, saving Shane Silcox both travel expenses and time away from his office. New employees also benefit since they can download new software and obtain new passwords directly from CenterBeam.
- **Flexibility and "Cross-Border" Cooperation.** CFO/CIO Christensen characterizes CenterBeam's interfacing with other tech providers as a "seamless process." This includes facilitating service agreements with Dell™ and trouble-shooting browser issues with Layton's web-based ERP system (even though this is not part of the environment CenterBeam supports).

Concrete Proof of Success

Since establishing its relationship with CenterBeam, Layton now manages all of its remote job sites and hundreds of employees with Shane Silcox as its only IT employee. Christensen says, "With jobs in a dozen different states, how many people and how many jets would we have to have if CenterBeam wasn't providing these? How could you not want a model that lets us do all this with one person on staff? CenterBeam really makes that possible for us."

About CenterBeam

CenterBeam is a leader in IT outsourcing, providing clients with superior strategies for managing basic technology infrastructures. Technological expertise and solid partnerships with industry leaders to provide clients with compelling economics and access to a profound depth of knowledge, both specifically designed for the mid-size market. CenterBeam enables client IT services to be stronger and more secure, which allows personnel to focus on core business activities and increase productivity.

"With all the responsibilities I have, it's nice not to have to worry about things like desktop management or handing out new passwords. CenterBeam handles all that for me."

Shane Silcox
Layton IS Manager

Working remotely, CenterBeam can retrieve and download lost or corrupt data and bring new job sites online in hours, saving hundreds of man-hours and thousands of dollars in travel expenses.



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