



## Case Study



**Greenwood Construction Builds Strong IT Foundation with DirectPointe**

# Greenwood Construction

## The Challenge

The growth of Greenwood Construction outpaced the abilities of their IT provider. Lack of standardization and increase in viruses and other threats resulted in downtime, loss of productivity and spiraling support costs.

## The Solution

DirectPointe's Complete Solution was customized to cover all aspects of Greenwood Construction's computing, from hardware to network and server.

## The Result

Greenwood Construction has tripled in size and has kept pace with its technology. They have eliminated downtime and have quick response to support issues for a consistent, monthly fee.

Pieced-together IT solutions may work for small offices for a short period, but where do businesses turn when they begin to grow? These days, high-performance IT is not just a novelty, but a necessity. Because so much work is dependent upon a reliable network, companies can no longer afford to have IT that underperforms.

## The Challenge

Greenwood Construction, a commercial general contractor with offices in Utah, Arizona and Nevada, recognized the need for a more reliable computing environment as the company was going through a period of great growth. With projects all over the Western United States, they simply could not succumb to viruses, outages or anything else that might harm productivity.

But that is exactly what was happening. Greenwood Construction's managed IT provider had performed reasonably well, but as the company grew and relied on its technology more, "reasonably well" became "not good enough." As Greenwood Construction added more users, threats and viruses began to enter its network, endangering not only work capabilities, but also endangering vital client and company information.

Adam Greenwood, Information Systems manager, recognized the impact computer and network issues were having on his organization. "We were constantly having downtime. Our employees would be twiddling their thumbs because the server was down, and our IT provider wouldn't be able to come to our office for several hours. We lost files and lost productivity."

The IT provider did not do itself any favors by forsaking uniformity when it installed multiple types of hardware. Many of Greenwood Construction's issues were stemming from

the fact it was being provided with machines from varying hardware manufacturers, all running different platforms. The office completely lacked standardization in its equipment.

The IT problems that kept occurring led to major frustration for Adam Greenwood, particularly since his IT provider charged for service by the hour.

"They made money whenever they came out to fix a problem," Greenwood said. "There's no guarantee they weren't creating their own problems."

As the problems began to mount, Greenwood Construction recognized the need for a dependable, intelligent provider that had the foresight and resources to not only maintain its computing assets but to also scale with the company as it grew.

## The Solution

While Adam Greenwood and others at the company were evaluating alternatives, they came across a flyer for DirectPointe, a managed computing provider. They felt DirectPointe was worth investigating as a potential solution to their current IT woes.

"We literally walked through DirectPointe's door and quizzed them," Greenwood said. "They answered all of our questions, and were a perfect fit. It didn't take long for us to get on board with them."

DirectPointe offered a total solution – hardware, software, network and services. Every aspect of the installation was customized to the Greenwood Construction's needs, but the solution was still standardized and uniform. This maximized the contribution of technology to Greenwood Construction's bottom line and made service simple for DirectPointe

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Adam Greenwood,  
Greenwood  
Construction

technicians. Within days, the company’s infrastructure was upgraded with new desktops, enterprise-class servers and dedicated data lines.

When anyone at Greenwood has a problem, they are able to initiate an eSupport session with DirectPointe from their desktop. By clicking a desktop icon, an employee can immediately contact a DirectPointe technician, who is able to remotely take control of the computer over a secure connection following user authorization. “They always have a very short queue for service, and we’ve never had a problem they were unable to resolve,” said Greenwood.

### Business Benefits

Five years have passed and Greenwood Construction has tripled in size. Thanks to DirectPointe, the company’s technology has made the leap with them. After starting with 20 users and one office, Greenwood Construction now has branches in three states and more than 65 users, all managed by DirectPointe.

“I don’t think our system has been down once due to a virus or other issue,” Greenwood said. “We have around 65 users, and we don’t lose productivity with any of them – thanks to DirectPointe.”

Greenwood Construction gets fast 24/7 technical support, the latest upgrades for its technology, the elimination of downtime and much more by having one point of contact for everything they need and only one bill to pay.

And, the nonsense about the old company making money by charging an hourly rate to fix problems? DirectPointe does the exact opposite.

“I pay the monthly fee, and that’s it,” Greenwood said. “The way they make their money is keeping my system up and running like it should, not by applying patchwork solutions that will only work for so long.”

“Having someone who has our interests in mind, and not their own, is a huge benefit.”

### About DirectPointe

DirectPointe Inc., based in Lindon, Utah, provides a simple yet comprehensive computing solution for small and midsize businesses. The company takes ownership of the entire computing lifecycle, including evaluating, acquiring, deploying, testing, fulfilling and supporting technology, so customers have one company to handle all their computing needs. DirectPointe provides standards-based PCs and servers, industry leading productivity software, friendly and professional support with remote update and repair ability, on-site warranty service, secure remote data backup, and managed security solutions. The complete solution is delivered for one monthly payment to ease budgeting and upfront costs. Businesses can have a complete solution that is simple, manageable, and affordable so they are free to focus on their business.

**WEBSITE** [www.directpointe.com](http://www.directpointe.com) **PHONE** 801-805-9700