



The Customer

The **Construction Sector Council (CSC)** is a national organization committed to the development of a highly skilled workforce – one that will support the current and future needs of the construction industry in Canada. Construction is a booming industry in Canada and represents a large percentage of overall GDP while employing 1 out of every 16 Canadians (More than one million Canadian men and women are employed in many diverse construction trades and professions).

Created in 2001 as a partnership between labour and business the CSC has grown to now represent an even broader base of expertise. They currently represent more than 40 national and provincial construction organizations and work to:

- **forecast labour demand and supply,**
- **increase the mobility of workers from province to province,**
- **make the most of new technologies, and**
- **cope with an aging workforce**

The Situation

The CSC's day-to-day operations are run by a staff of dedicated professionals working from their National Office in Ottawa, Canada. Working as a non-profit council, and beholden to a board of governors representing the various construction sectors, are concerned with using technology effectively and spending their fixed resources wisely. Early in 2009, as the end of their contract with their previous IT provider was nearing its end, the Council determined that they had been overspending their limited funds on their technology support.

They also felt that they weren't getting 'the bang for their bucks' - that their IT provider was not well matched to their specific needs. They had been with a large national IT provider and felt the service they received wasn't proactive enough, follow-ups weren't forthcoming and the service felt impersonal. The decision was made to put out an RFP (Request for Proposal) or an open bid for all interested parties to submit a proposal for the supply of IT support and services. Enter The Utility Company...

The Initial Solution

The Utility Company presented the Construction Sector Council with a fixed-fee Connected Office Managed program package. The CSC understood from the RFP process that through the use of proactive monitoring and management The Utility Company (TUC) keeps the need for onsite visits to a minimum. They also understood that with TUC's 1-866-My-Utility Live Helpdesk service, remote technology support means that almost all issues (whether they be actual incidents or simply calls for advice/training, etc.) that could not be prevented proactively would be handled remotely over 95% of the time. The CSC was very intrigued and, in fact, even a little skeptical of Utility's ability to provide services on a fixed-fee basis at first but they agreed to sign on in March of 2009. With Connected Office Managed the Council receives:

- **Network monitoring** - remote server monitoring and management.
- **Security & protection** - ongoing anti-virus and patch management service.
- **Online backup and storage** - remote backup of servers.
- **Asset & lifecycle management** - tracking of all hardware and software assets, including updates, usage and compliance.
- **1-866-My-Utility Live Helpdesk** - support for end-users with secure remote access to network and desktops for on-demand service and training.

The Result | Customer's Thoughts

Cost was foremost to the Construction Sector Council's selection of an IT provider, being a non-profit organization. Shannon Montpellier, the Manager of Finance for the Council, understood when they selected The Utility Company that in a fully managed, fixed-fee scenario the CSC is essentially paying for uptime instead of constantly being charged for incidents or scenarios that are deemed 'out-of-scope'. Shannon is happy to admit that her "this-sounds-too-good-to-be-true" skepticism has been unfounded to date: "I have not yet received an invoice for 'out-of-scope service' and Utility has done work setting up our Blackberries, upgrading our MS07 (training issues with staff), set up new laptops we purchased and even worked with an independent company who developed an internal database for us. In fact, TUC even resolved the issues that resulted from that independent company. We are very happy with their service."

The second major concern the CSC had before going out to RFP was the quality of the service they would receive given the somewhat impersonal service they had received at the hands of the national provider previously. Here again, Ms. Montpellier has been pleasantly surprised. "I was concerned that because they would rarely be onsite, that the service would be impersonal. That is not the case. We have gotten to know the technicians well via the phone. I have not found it impersonal at all. Also, given their franchise system, my local Utility Service Provider (franchise owner or operator) is always available – acting as our virtual CIO. For instance, after reviewing my IT budget for the balance of the year, I asked to have an assessment done on when our server should be replaced and what the cost would be. I received a fully documented assessment with recommendations – without them taking the opportunity to push an upgrade on me."

Finally, in terms of the overall service the Council is now receiving, Ms. Montpellier had this to say: "I found they got up to speed on our operations in a relatively quick time. In terms of day-to-day service, they are definitely proactive. Their setup and monitoring system is such that we rarely call them for any issues. More often, in fact, they seem to call us before we have a chance to log an issue with them. We definitely plan on renewing with them this coming March."

Utility's View

"Realizing that what we do brings a little bit of '**The Future**' to today's offices, it's understandable that organizations like the CSC have a little trepidation when coming on board", stated Mark Scott, President of The Utility Company. "There is no doubt that we do things in ways they may not have experienced...YET. But the future is here now, in many respects, and those organizations willing to embrace what we call "**A NEW WAY**" can definitely benefit from it. Ms. Montpellier's experience shows that. The fixed-fee aspect of our service does tend to (happily) surprise some of our customers, but it is that exact aspect of our service delivery model that makes our solution so attractive to associations, councils and various other non-profit organizations"

About The Utility Company

The Utility Company® is a leading provider of virtual IT service and support for small and medium-sized businesses, delivering the required hardware, software and service for a monthly fixed fee per user.

Our Connected Office® service program provides a single point of contact to deliver and manage technology, communications and vertical line of business applications – **95% Remote; 100% Proactive.**

Customers are supported by local Utility Service Providers delivering on-site service and business-technology consulting to reduce spending and increase utilization – our Beyond Managed Services® franchise opportunity is available by prospectus only.

Learn how to make technology work for your business today at theutilitycompany.com