



IT Standardization Across 45 Construction Office Locations

INDUSTRY: Construction (Multi-location Operations)

USERS: 200+

LOCATIONS: 45

IT ENVIRONMENT: Inconsistent IT support, growing user frustration



Challenge:

The client was expanding rapidly, acquiring new sites and teams, but lacked centralized IT management. Each location operated independently, with inconsistent tools, vendors, and service quality. Employees were frustrated with the slow response and lack of support continuity.

Solution:

Prototype:IT led a comprehensive standardization initiative:

- Unified all 45 locations under a single IT support framework
- Implemented service desk SLAs and remote support tools
- Worked with internal IT leadership to define and deploy best practices
- Developed a strategic IT roadmap for scalable growth and infrastructure investment

Result:

End-user satisfaction improved dramatically, ticket resolution times dropped, and the company now benefits from consistent, scalable support. With unified tools and processes, leadership can focus on expansion without worrying about IT chaos.

Key Wins:

Standardized IT operations, improved user satisfaction, future-proofed growth.

[Reach Out Today](#)

Headquarters

401 E Corporate Dr Suite 220,
Lewisville, TX 75057, United States