

case
study

Service Buyer: International IT Service Firm

OUTSOURCING
EXTENDED-SCHEDULE PROJECTS

CHALLENGE: A nationwide IT services firm with clients in the U.S., Mexico and Canada was supported by nearly seventy employees and hundreds of others in affiliate offices, and many of these people worked out of their homes. The company found it difficult and inefficient to fulfill multi-location projects on short notice, and struggled to allocate resources for long-term engagements.

SOLUTION: With OnForce, the company discovered the perfect solution for finding service pros to staff extended projects. Work orders placed on OnForce were picked up within five minutes, and the IT service pros they found through the marketplace consistently proved to be both qualified and capable. Now, OnForce professionals are used to fulfill rollouts, cabling, point-of-sale implementation and machine installations.

RESULT: The company has built long-term relationships with numerous OnForce service pros, relying on them as trusted partners. Management reports that OnForce professionals often stay on-site to ensure customer satisfaction when their demands exceed the original scope of work, solidifying the trust factor and increasing customer loyalty. The company now takes on last-minute work orders, and relies on OnForce to fulfill virtually all of its project rollouts.

“OnForce is amazing! No checks, no stamps, no forms; it’s so much more convenient. OnForce allows our team to focus on providing quality service rather than filling out paperwork.”

-Management evaluation of OnForce

Joined: 2005

Company: Privately held, over 500 employees nationwide

Tech Categories: PC and laptop repair, POS, rollouts, network installs and repair