

# Cresa Case Study

## An Upgraded IT Solution Helps Streamline Production



### CHALLENGE

Cresa is the world's most trusted occupier-centric commercial real estate firm. The IT organization was struggling to provide consistent tier one end user support for its offices across the United States. The business had a need for an IT Managed Services provider with an enterprise toolset and mature service deliver organization. Their end goal was to create a predictable environment and improve employee satisfaction.

The Cresa IT team found it difficult to keep pace with the company's growing business. It was difficult to keep the senior IT staff strategically focused as they struggled to effectively support the growing base of employees. In addition, the internal staff was directly responsible for managing a collection of third party tools that made cohesive monitoring, alerting and reporting difficult.



### SOLUTION

Red River stepped in to provide Cresa with an IT solution, which included:

- 24/7 nationwide end user support for 1,100 employees
- Remote monitoring and management
- Networking monitoring, asset management, enterprise ticketing and reporting
- Designated service desk team

Red River assigned Cresa a designated team of service desk engineers, technicians and support specialists to fill the missing IT gaps. The designated team directly manages and resolves Cresa's end user support requests, and is an integral component of Cresa's IT service delivery strategy.

Red River and Cresa engineers both utilize the same ticketing system to seamlessly transfer tickets back and forth based on predefined workflows and standard operating procedures. Red River also provides 24/7/365 network monitoring, asset management and reporting services. Finally, Red River provides Cresa with workstation imaging and inventory management, strategic planning guidance and round-the-clock live-answer service desk 24/7/265.



### RESULTS

Since implementing Red River Managed Services, Cresa's day-to-day support operations have stabilized. These improvements directly correlate to an increase in employee satisfaction and productivity as Red River delivers condensed resolution times for employee support issues.

Through detailed reporting, Cresa has increased visibility into its environment, which makes planning for initiatives more fluid. Thanks to Red River, Cresa's IT staff can focus on more strategic initiatives to better serve business outcomes. Red River has become an extension of the Cresa IT department. Cresa plans to continue to grow and develop their IT department as their business grows.