

Case Study: Data Drives Success

Overview

As a nationwide general contractor operating in all 48 contiguous states, Buffalo Construction needed a better way to manage their IT. Buffalo has always had a keen intuition for IT but hasn't had the resources to be able to validate the legitimacy of their 'gut instincts'. They sought a better solution—a strategic way in which they could get ahead of the issues that they faced.



Buffalo's teams across the nation work from 7:00am until 6:00pm. Factoring in time zone differences and over 150 teammates to coordinate, timely and effective support is essential.

Buffalo wanted to become proactive in the IT world. They needed to erase their current mode of reaction and step up and forward into new, comprehensive IT strategies that could revolutionize not only Buffalo's IT experience but the business as a whole.

Buffalo and ABS

Buffalo approached Advanced Business Solutions feeling lost about what steps to take to effectively transform into a more proactive IT team. Their ultimate goal was to leverage their data to grow and to effectively lead their business. ABS worked with Buffalo to create the extensive IT infrastructure they needed to overcome their present challenges and to make strides towards overall business success.

FIRST THING IS TRUST

The first thing that ABS underwent after partnering with the Buffalo team was a comprehensive IT health checkup. They took not only the time but the effort to build a deeper relationship with Buffalo and to understand the Buffalo Way. ABS knew that in order to trust the data flowing in, Buffalo needed to shore up overall security and functionality concerns. ABS stepped in to provide a trusted IT sounding board for Buffalo. They established a regular process for equipment replacement, health reviews and maintenance. ABS's team became an extension of Buffalo, providing 24/7 support ensuring that if issues arose ABS was right there to fix them. From cybersecurity training for the Buffalo team to managed services and more, ABS brought a level of IT satisfaction that Buffalo had not experienced previously.

By taking the time to connect with Buffalo on a more intimate level and get to know the people behind Buffalo and their core values, ABS was able to understand Buffalo's IT needs in more minute detail, thus providing a truly comprehensive IT strategy for their team. Buffalo's personal level of involvement in IT issues diminished significantly and the overall demand of their team declined since partnering with ABS.

Buffalo Core Values:
CELEBRATION · COMMITMENT · COMPASSION · CONTINUOUS IMPROVEMENT

BUILDING A BRIGHT FUTURE THROUGH DATA SERVICES



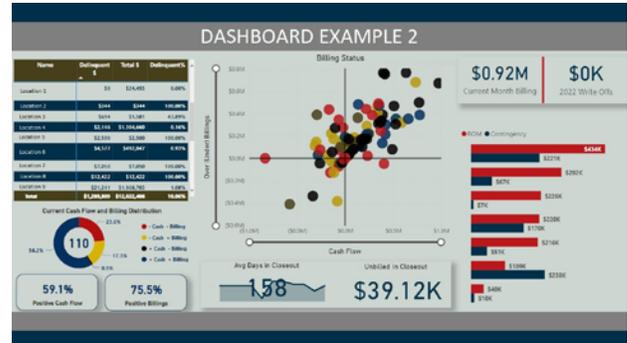
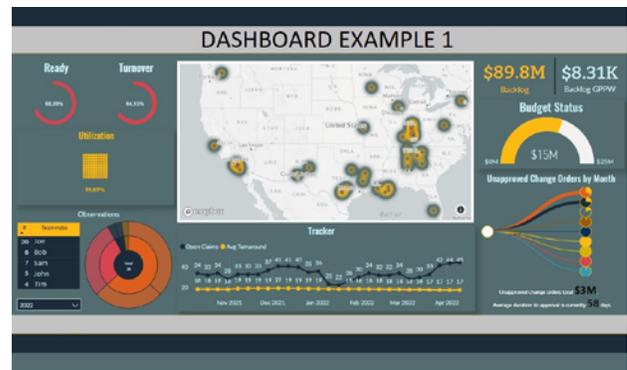
Data Services uses a variety of tools to create valuable data and dashboards for the team. This data is essential to stopgap any weaknesses in the business' data and for overall business growth and success.

For Buffalo, the implementation of Data Services was revolutionary and evolutionary. Historically, data had been difficult to find and when they did capture it, the data was no longer relevant. Buffalo needed a reliable process through which data could be used to make accurate decisions today, not in two week's time. Data isn't sexy, so Buffalo wanted to get people excited about it and its prospective possibilities for the team. With ABS' guidance they customized the visibility of their Data Services dashboards to challenge traditional feelings about data and increase information access and desirability. The use of Data Services spans across five teams within Buffalo Construction. Custom dashboards were made and tailored to the metrics that each department needed. ABS has been integral in setting up and maintaining those needs. The dashboards were built in such a way that as the data changes, so does the system. It can constantly be updated and refreshed allowing Buffalo to be more forward looking, helping to predict and forecast. The use of customized Data Services increased information access and timeliness tremendously, effectively making the Buffalo team better stewards of their business and, thus, overall, better at their jobs.

“What I needed a partner in was creating a data analytics movement. I wanted to be able to provide our management team with powerful information on a timely basis that was relevant to allow them to confirm what their gut is telling them.”



Dan Burke
Controller





HOW IT'S GOING: A TOTAL SOLUTION PROVIDER

For Buffalo, the best part about working with ABS has been the partnership they have built. It makes sense to invest in a strategic partner and avoid the “quick fixes” that ultimately end up costing you in time and money down the road. ABS provided Buffalo with professional service, while instilling confidence and trust in their team and their data. Having a third party perspective through ABS has given Buffalo a clearer view of their IT network and the possibilities it brings to strengthen and grow their business.

Overall, ABS has become a total solution provider for Buffalo. While they initially sought a way to ensure that their data could work for them, having ABS by their side to provide not only a strong approach to data but also an overarching, strategic IT plan has been instrumental for Buffalo. For Buffalo, the future is very bright with ABS in the IT driver's seat.

“ABS is not just a third-party outsource company, they are truly a partner. They engage in your business. They understand your business. They will create a plan that is custom for you...ABS is a company that can adapt to your business and I strongly recommend that you consider them as a resource for your IT.”



John Hunter
COO Buffalo Construction



ABS can be here for your business' IT needs too. We want to steer your business forward and eliminate your IT pain points. **We encourage you to contact us today so we can understand your IT needs and how ABS can be the solution.**