



# BUILDING

the **RIGHT IT**  
**SOLUTION**

For Your

**CONSTRUCTION BUSINESS**



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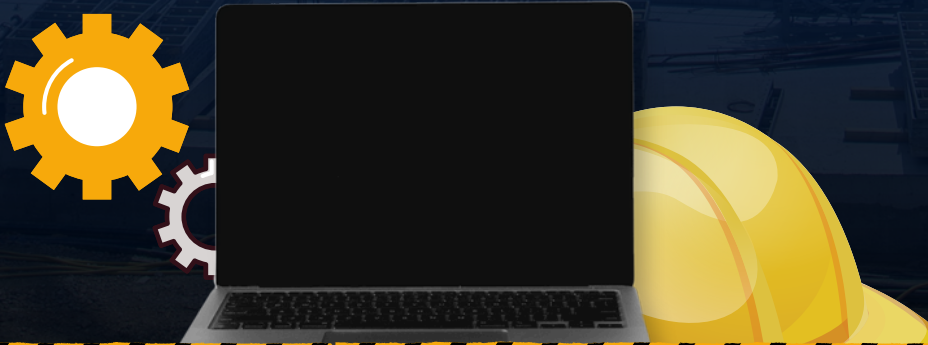
# HOW PARTNERING WITH A MANAGED SERVICE PROVIDER IMPROVES OPERATIONS AND OUTCOMES

Construction is a **vital industry** full of significant opportunity — but to seize that opportunity, businesses must navigate all kinds of **hurdles** and **roadblocks!**

It's an industry that can move all too **quickly** or **not at all**. Projects can swing from monotonous and predictable to chaotic and out of control in an instant. And competition for bids (not to mention employees and subcontractors) can be fierce...

The right technology solutions — and the right technology partner — **can provide a competitive edge that sets your company apart.**

In this E-book, we'll walk through some of the **major pain points** in the construction industry — alongside each one, we'll show you how working with a **managed services provider** alleviates challenges to business success!







## PAIN POINT:

### PHISHING SCAMS AND OTHER FINANCIAL SCHEMES

The construction industry **moves quickly** and deals with **invoices** and **communications** from numerous suppliers, vendors, and subcontractors.

Making matters worse, **key decision-makers** may handle these communications in less than ideal conditions: it's not hard to imagine responding from a dusty mobile device with a cracked screen on a job site with poor connectivity.

In this environment, bad actors attempt to gain access to **information** and **credentials** through **phishing schemes** and other **financial** and **data attacks**. They may impersonate a supplier or a well-known vendor, and they may ask for details or information that doesn't seem all that out of the ordinary. But give the wrong information to the right scammer, **and your company is in for a world of hurt**.



## SOLUTION:

### EMAIL SECURITY AND PHISHING PROTECTION

Your managed services provider can implement **robust email security solutions** that include **phishing protection** and other **security elements**, stopping more malicious messages from reaching inboxes in the first place.

Tools such as **Microsoft Defender**, **Proofpoint**, **Sophos**, and **IRONSCALES** leverage AI-driven phishing detection to **root out attackers and keep your personnel safer**.



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## PAIN POINT:

### DEVICE WEAR AND TEAR

Dispatch needs to **communicate** with job site personnel, but the hardware and mobile devices used on the job site tend to take a **beating**. The added wear and tear leads to a **quicker replacement cycle** and **numerous problems** when devices break prior to replacement.

Needless to say, replacing hardware more frequently (**and on a rushed or emergency basis**) is **costly, time-consuming, and disruptive.**)



## SOLUTION:

### RUGGED HARDWARE AND MOBILE DEVICES

MSPs can provide construction clients with **rugged hardware** and **rugged cases** for mobile devices. Dell Latitude Rugged laptops, Otterbox and LifeProof phone and tablet cases, and other products are built to **withstand** the punishing conditions common at construction sites. While rugged hardware carries a slightly higher upfront cost, it also **reduces** out-of-cycle replacements and helps devices last longer.



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## PAIN POINT:

### COMMUNICATION DELAYS AND INEFFICIENCIES

In any construction project, circumstances **can change quickly**. And since firms typically have personnel and subcontractors deployed across **numerous projects** in different physical locations, communication **can be a challenge**.

Here's an example. Say you discover an **incoming delay** on a job site or end up needing to make a **last-minute change**. You need to get this information to numerous personnel, but you aren't anywhere near the job site. Phone calls go unanswered, emails sit in inboxes, or only half of the people **who need the communication see it**.

**The end result:** inefficient, avoidable delays, rework, and wasted time.



## SOLUTION:

### MOBILE-FRIENDLY REAL-TIME COMMUNICATION PLATFORMS

Modern real-time communication and collaboration tools such as **Microsoft Teams** and **Slack** enable smoother one-to-one and group communication that **works better** than email for real-time comms. These platforms include **instant messaging, voice messaging, and voice and video calling** so your field teams and office personnel can stay in touch at all times. Dispatch can inform teams of any changes or delays, keeping field personnel engaged and on task.

**Bonus:** these platforms are **mobile friendly**. That means you can pair these with the rugged devices mentioned in the previous solution for a mobile-first comms solution that holds up on every job site.



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## PAIN POINT:

### HIGH EMPLOYEE TURNOVER

Like any industry experiencing a labor crunch, the construction industry is **plagued** with **high employee turnover**. This creates numerous **trickle-down problems**, including:

- ▶ Time lost to onboarding and training new employees (**especially with inefficient or manual processes**)
- ▶ **Frequent provisioning** of new devices and decommissioning of devices from employees who move on
- ▶ **Inefficient work** as new hires take time to become fully productive

Of course, employers can and should do what they can to reduce employee turnover, but turnover will always be a challenge **to navigate within the industry**.



## SOLUTION:

### AUTOMATED ONBOARDING/OFFBOARDING AND DEVICE PROVISIONING/DECOMMISSIONING

With the right mix of technology solutions, construction companies can **automate** many aspects of personnel onboarding and offboarding. **Basic training** and **orientation information** can be delivered via video using a CMS or LMS, ensuring every new hire gets the same information.

Software tools can help with device provisioning and endpoint management along with decommissioning devices when employees move on. Microsoft Intune and Jamf Pro are two tools that can speed up device management, **saving organizations time and increasing their level of security and compliance**.





The construction industry faces **many challenges**. But at the same time there are countless tech-fueled opportunities to simplify operations and accomplish more — **especially for businesses who are ready to take the next step!**

By **modernizing operations** and **adopting the right tools** and **processes**, your firm can gain a **competitive edge** in terms of speed, efficiency, accuracy, and responsiveness.

Partnering with our team is the smart choice for businesses in the construction industry: we understand what it takes to succeed — **especially the resources needed to bring businesses into the modern era.**

**Ready to explore what we can accomplish for your firm?**

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**REACH OUT  
TODAY!**