

## **Case Study: Real Estate Transaction Services Industry**

Quotes by Skip Goodwillie, Manager of Consulting Services, Richmond

### **The Client:**

A leading provider of real estate transaction services with over 700 offices and a network of more than 8,500 active agents.

### **The Challenges:**

High attrition in the network group as a result of the economic downturn in the real estate industry coupled with the hiring of multiple network resources left this industry leader with a serious challenge: the need to cover tactical, day to day tasks on their network with a reduced workforce and still provide their customers with the first rate service they have come to expect.

Accomplish multiple storage projects in their two data center sites: Richmond, VA and Plano, TX.

### **The Solution:**

By creating a flexible staffing model that can cover crucial positions and accomplish key hardware equipment projects, PLANIT improved the client's day-to-day business operations.

*"We proposed two solutions - a straight staff augmentation and a just-in-time (JIT) team. The JIT approach was chosen and a team that included a Sr. Windows Engineer, a Jr. Windows Engineer, and a mid-level UNIX Systems Administrator was formed. Weekly status meetings between PLANIT and The Client were held, fostering a collaborative partnership between the two companies. As a result of the trust and respect that was built during this process, we ended up seeding two internal slots via a contract-to-hire model."*

The second solution involved providing storage engineers for key projects.

*"The Client had consistently gone to the manufacturer for resources but found the manufacturer did not have enough people to execute the project as needed. PLANIT again leveraged their internal engineering resources to provide a flexible team, one senior and one junior, to conduct planning, design and "wrench turning" for data migration, configurations and moves.*

*The Client trusted us to deliver solutions that worked, and in both cases, we did just that."*

### **The Benefits:**

Lower cost resources.

Flexibility to start and stop the teams or any individual on the team.

Total coverage of their network infrastructure with top-notch engineers.

No degradation of internal client service levels.

The client cultivates another vendor that knows their environment. They're not limited to the manufacturer for knowledgeable resources.