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BCG Systems. Sensible Technology. Total Solutions.

Speelman Electric, Inc. Improves Workforce Mobility with Microsoft Office 365

With over 30 years of experience in electrical design, installation, testing and predictive maintenance, Tallmadge, Ohio-based Speelman Electric, Inc is the go-to team in their industry. However, managing an increasingly mobile workforce and their growing IT needs was not their forte. The firm supports an office staff of approximately 18, in addition to 75 field-based electricians who all require access to company data regardless of location. Faced with aging equipment and the added pressure to be responsive to customer needs, the company knew it was time for IT enhancements across the board.

Making Workforce Mobility a Reality

During office manager Kelly VanBuskirk’s tenure with the company, she has assumed the role of internal IT manager in addition to her everyday office responsibilities. As a result, she could see first-hand that their server had logged many hours and was in need of replacement. When weighing the costs and benefits of upgrading this equipment, VanBuskirk also thought it would be worthwhile to simultaneously explore Microsoft Office 365 and how it could help improve productivity among the firms’ increasingly mobile workforce.

In the past, when foremen were out on a job site and would call with computer problems, it typically resulted in a significant loss to productivity. VanBuskirk would either have to travel to the job site to help troubleshoot the issue or the foreman would have to bring the laptop to the office – either way, paying travel time and leading to employee downtime.

Having participated in a demo of Microsoft Office 365 nearly a year prior, VanBuskirk knew the cloud-based software-as-a-service (SaaS) would be an option when the firm moved forward with the new server project.

Selecting a Partner that’s the Perfect Fit

“For me, it’s helpful working with BCG Systems because there is that confidence level. The team at BCG Systems is very thorough with what they do and takes the time to explain things to me,” stated VanBuskirk. “I’m more confident that I don’t have to double check or look over things. I feel more confident in the expertise they bring to the table.”

CHALLENGE

Full service electrical contracting firm in search of a way to improve workforce mobility.

SOLUTION

Microsoft Office 365

RESULTS

Allowed the firm to grant mobile access to company foreman in the field, while simultaneously improving workplace collaboration and alleviating the IT administration burden.



After completing a 30-day trial of Microsoft Office 365 to get their feet wet, the firm moved ahead with the migration to a new server and the implementation of Microsoft Office 365 with the help of BCG Systems.

Improved Workplace Collaboration

For the team at Speelman, anywhere access is paramount with cloud-based Microsoft Office 365. Now, the firm has true mobile access and is even starting to introduce the use of iPads.

“Everything seems more integrated and works well with Office 365,” said VanBuskirk. “The first thing we put up is the vacation calendar for tracking out-of-office time and our field staff. At any point, anyone can have visibility to where someone is in the company which has definitely made things easier and streamlined how we work.”

What’s more, the firm previously steered away from granting e-mail access to foremen in the field, as they did not want the added expense of \$200 or more per year for licensing. Now, with Microsoft Office 365, for just \$8 per month per user, foremen have their own company-branded e-mail addresses which add a level of professionalism to customer interactions. From a financial standpoint, the licensing structure that accompanies Office 365 is saving Speelman Electric money.

Office 365 has also helped VanBuskirk from an administrative standpoint. “Being able to remote connect to off-site computers makes a big difference. With Lync, I can now connect with users and through screen share, see what they are seeing in real-time,” indicated VanBuskirk. “This level of control is extremely helpful.”

A Tried-and-True Partnership

“We’ve been relying on BCG Systems since 2004 and I can confidently say that we’re not interested in changing IT partners,” commented VanBuskirk. “They do everything we need and ask them to do, and even go one step further to educate our people which ends up being a cost savings situation for us because we don’t accrue their expense. I would surely call this a partnership, and not just a vendor relationship.”

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Kelly VanBuskirk
Office Manager
Speelman Electric, Inc.

About BCG Systems

BCG Systems is a single-source provider of business management software, hardware, and infrastructure planning. Nationally recognized for providing exceptional information management solutions and service, BCG Systems designs, implements and supports cost effective ERP, CRM, and networking systems — in addition to custom applications and Web development. BCG Systems’ certified professionals combine experience, commitment and ingenuity to maximize the return on each client’s technology investment.

