



## iCorps Client Case Study: Technology Built From the Ground Up

iCorps' Encompass program "hits the nail on the head" for Delphi Construction. iCorps provides a dedicated team and help desk provide the broad expertise and knowledge to maintain and support Delphi's systems on a proactive basis. As a result, Delphi can focus on serving its customers, backed by technology that performs as expected—reliably and effectively.



*"Today, the only time I ever deal with IT issues is when iCorps comes in for its regular hardware review, because everything just runs the way it should. All of the constant failures, things getting hung up, that just doesn't happen anymore."*

- Ken Brooks  
Project Controller  
Delphi Construction

### ABOUT OUR CLIENT

Delphi Construction is a well-respected, Massachusetts-based company that specializes in construction management. Delphi has been in business for 15+ years and has extensive experience implementing complex construction projects in challenging or sensitive environments.

For example, two major clients — Emerson Hospital and New England Deaconess Association—are in operation 24/7/365. In addition to its many commercial clients, Delphi manages medium- to large-scale projects throughout New England.

Delphi's business is different from that of a general contractor. The

company manages a one-stop, seamless construction process for its clients whose projects are 85-90% subcontracted. Much of the company's work involves the intricate details of project management—contracts, communications, budgets, timelines. As a result, a significant portion of Delphi's employees rely heavily on technology, using a keyboard and mouse more frequently than they use a saw or hammer.

### GROWING PAINS

In the early days, Delphi's computer needs and its systems were simple. "When I started in 1997, our server was a 286 desktop computer," recalls Delphi controller, Ken Brooks. The technology

# Delphi Construction, iCorps Client Case Study

savvy Brooks supported the company's computer needs for many years in addition to performing his regular job. But by 2002, with Delphi's continued growth, the systems were becoming an outdated and a time-consuming "second job". The company hired a small, one-person IT firm to take care of its system needs.

But it didn't take long for the company's business once again to grow ahead of its technology—and the small IT company. Brooks explains, "We were calling our [previous] IT provider two or three times a week because of major system problems... it was very painful because it was all reactive."

Mark Paronich, the company's chief financial officer, observes the business impact. "We are so reliant on technology that if our computers are down, we are at a standstill. And that means lost productivity, lost revenue."

By late 2006, in addition to system reliability and performance issues, Delphi was planning to open a satellite office 40 miles away in Plymouth, MA which needed to be networked to the home office in Waltham. "That's when we started looking for another IT provider and found iCorps," says Brooks. iCorps' size, breadth and depth of expertise and knowledge, and tailored approach made it an appealing technology partner.

## THE RESULTS - TECHNOLOGY AT WORK

Since starting in early 2007, iCorps has stabilized Delphi's systems, resolved chronic reliability and connectivity issues, implemented two phases of upgrades, set up seamless networking operations with the new office and on-site trailers, and implemented an effective disaster recovery solution.

iCorps' Encompass program not only provided much-needed, strategic technical guidance; it has supplied Delphi with a dedicated team to implement and maintain its systems. Says Paron-

ich, "With iCorps' help, we've been able to make sound technology decisions. In 12 months, iCorps has set up our system the way we need it, improved our productivity, and provided us with a technology strategy that we can grow into."

The positive changes have been particularly evident to Brooks, who has returned to the job he was originally hired for. Brooks sees the help desk component of the iCorps' Encompass solution as a particular advantage. "That kind of 'right there when you need it' support is something that we never had before. It keeps us from getting hamstrung so we can continue to provide our services to our clients."

iCorps broad expertise has proven valuable for Delphi, as the firm integrated modern technologies such as VOIP "to work with our systems flawlessly," says Brooks. iCorps' Encompass reporting is another powerful, proactive tool that Brooks dives into each month. "I'm more of a techno-geek than Mark is," he laughs. "I do look at the reports. I want to see the activity, the server availability, downtime, how resources are being used, and the level to which the system is being strained."

"If we'd had something like that over the last seven or eight years," says Brooks, "we would have seen some of the problems coming." He adds, "Down the road, these reports will help us identify any potential weaknesses in the system, or where we may need to do some upgrades—well before we run into any problems."

## GETTING BACK TO BUSINESS

iCorps' Encompass program has stabilized their technology and prepared them for long-term growth. With iCorps taking care of the technology day-to-day, Delphi can focus on the business of construction management.

Brooks is confident, "The monthly reports confirm that we've put the right system in place and that it's working the way it should."

## THE RESULTS



### **Centralized, Corporate IT Management**

With centralized management and monitoring, Delphi is running an IT strategy befitting their size and capable of scaling



### **Business Synergy**

iCorps' Encompass program drives synergy between Delphi's corporate employees and iCorps team of expert consultants



### **Data Security and Compliance**

A secure, compliant, shared computing platform across offices and work sites



### **Scalability as Company Grows**

A dynamic digital transformation that supports growth without being hampered by the company's systems



### **Streamlined Communication and Productivity**

By streamlining and centralizing workflows, employees are able to collaborate in a secure environment

If you're ready to see how a partnership with iCorps could help your business, visit [www.icorps.com/request-free-consultation](http://www.icorps.com/request-free-consultation) or

**Call us for your free consultation at 888-642-6484**