

20+ years of technology support services for leading global IT provider



Client

Hexagon is a global engineering software solution provider that drives productivity across geospatial and industrial landscapes. Its clients are all too familiar with the headaches technology can cause, so when they need in-person support, they reach out to their team at ASD®.

Challenge

Hexagon specializes in enterprise solutions, which means its clients are often large organizations spread out across multiple locations. Hexagon struggled to find the necessary field support to cater to those clients, considering some had more than 500 locations that needed frequent support visits. In addition, many of these were remote locations with dated systems, so they required specialized technicians.

IMPORTANT CONSIDERATIONS

- How quickly can we get technicians on site?
- How do we find technicians who are familiar with and capable of fixing older systems?



Solution

From coast to coast, ASD® responds to 170+ support tickets a month from Hexagon. Upon submitting a support ticket, the ASD® team handles the project from scheduling to billing. Tickets range from 7-day SLAs to emergencies that need help the same day. ASD®'s extensive labor network enables us to send qualified technicians even in remote areas. In addition to tickets, ASD® helps Hexagon clients when they need to move or grow, averaging 30 large-scale move-add-change projects a year.



Result

ASD® is able to provide the feet on the street help that Hexagon needs. When a support ticket is submitted, Hexagon knows the problem will be resolved without the need for their intervention. There is an average five-day turnaround time on tickets, which means Hexagon and their clients are headache-free when it comes to their workplace technology.

Project Summary

INDUSTRY

Corporate Office

SERVICES

Support

TECHNOLOGIES

Structured Cabling
Audio Visual Systems
Access Control & Video
Surveillance
Wireless Networks

HIGHLIGHTS

- 20 Years of Support
- 2000+ Support Tickets Annually
- Average 5-Day Turnaround Time
- 30 Large Scale Move-Add-Change Projects a Year