

# How One Real Estate Firm Cut IT Spending By Over 50% in 60 Days

## REAL ESTATE INDUSTRY

Reference Provided Upon Request  
500+ employees

## SPoC services

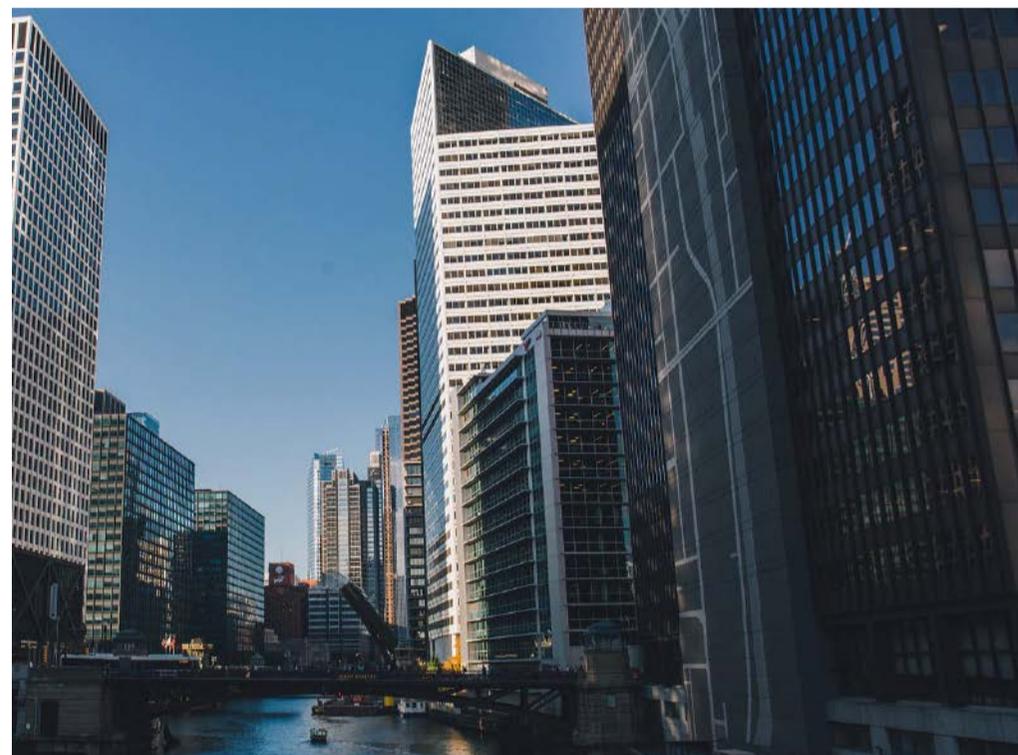
Level I on-site help desk support, 24/7 NOC, monthly reporting, preventative maintenance plan, establishing IT best practices and ITIL methods.

## Results

Decrease IT expenses by over 50%.

## Period

2 months.



One of the country's oldest and most respected real estate organizations that are active nationally in the ownership and operation of high-quality office properties including the Twin Towers back in 2001 and now the Park Avenue Tower in Manhattan was spending \$750,000.00 per year on IT.

Now, I understand that real estate organizations need to support hundreds of offices and staff in their buildings, as well as engineers and remote agents. I know they need to empower their staff to use industry specific apps and products, in an incredibly mobile and dynamic environment, especially the company in question which owns and manages 21.5 million square feet of office properties valued at \$6.7 billion. With more than 500 end users, they heavily depend on remote access and using as many tools in the field as possible.

But, they didn't need to be spending nearly \$750,000.00 per year on IT services as they have been doing for ten years before investing in managed IT services.

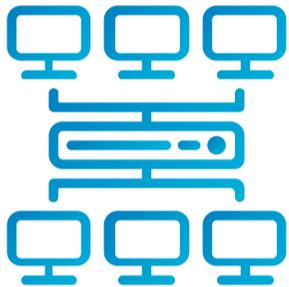
## WASTING IT DOLLARS

**#1** Before, bringing helpdesk and other IT tasks under one umbrella with managed IT services, this real estate management firm was paying for three full time employees and four subcontractors which they needed at that time because the end user community was suffering because of the lack of experience and leadership in their technology department. Three desktop administrators annual cost is approximately \$195,000.00 dollars fully burdened. Add contractor costs and the costs can easily triple on you. In fact, this customer was spending more than \$300,000.00 dollars a year on outside consulting costs as their full time helpdesk group was fielding a large amount of helpdesk work each month.

You see, most desktop administrators can only work on desktop issues and routine problems. When they find that your network has bottlenecks, security breaches, disk space issues or other emergencies, most organizations now have to hire a person to help with these issues in addition to employing their full time administrators.

**#2** Our client lacked best business practices, such as imaging, application deployment, ticketing, service level metrics and other ITIL standards. Plus they were looking to implement a Virtualized environment that totaled \$225,000.00 dollars of extra expenses for them. We helped them to properly evaluate their hardware and storage needs, through an extensive audit. We then helped them choose the right sized environment from the amount of usage and space required from our audit and we were able to suggest the appropriate hardware and software to get performance they required.

## HOW WE HELPED THEM CUT THEIR IT EXPENSES



**#1** Through an in-depth analysis of their **infrastructure** which included ticket review, interviewing department heads, surveys, and other similar methods, we discovered that if they brought the help desk and other tasks under one umbrella, the firm's costs would automatically be **reduced by 43%**.

We recommended a **Managed Service package** that included **3 full time employees on site** each week that would manage all help desk support plus a Single Point of Contact part-time IT director that managed the staff and schedules. They also received **24/7 access to on-demand support** staff to deal with all the hardware, software and network issues virtually. This automatically saved real estate organization money as they were able to receive simplified IT expenses and billing with **flexible, flat rate programs**. By hiring an MSP, you get the knowledge and skills of a complete IT department, just by picking up the phone without having the expense of a complete IT team.



**#2** During our analysis of the real estate management firm's infrastructure, we discovered that their data needs were growing at about 1tb a quarter and realized that their current storage speeds and sizes weren't going to be sufficient and scalable. Their current **storage device** would soon lead to excess down time that would result in a loss of thousands of dollars and possibly buying the wrong replacement hardware which could have been obsolete in a year. That's why we immediately suggested they purchase a NetApp storage device **large enough to scale with their data needs**.

You see, we passed on a **significant savings and improved the clients infrastructure with scalable technology**. Plus, we implemented a strategy in the event a disaster occurred.



**#3** Most IT Directors or stake holders do not have an adequate **method of determining metrics** and the amount of real work that needs to be done for their IT department. This is important because you need to understand what your IT Staff is doing and what they are spending all their time on. You need metrics in order to determine how much work or lack of work each of your resources are performing. Once you determine work load as well as identifying bottlenecks or recurring problems you can re-allocate your staff to working on projects and issues. Re-allocating staff will then cancel the need to hire an outside consultant or pay for additional hours. Metrics, ticketing, workflow and procedures, reduce time consumption, and then your staff can be allocated properly to needed and pressing projects, and possible overflow work.

Through the use of a **ticketing system, a monitoring system, monthly reporting, preventative maintenance plan, establishing IT best practices, ITIL methods**, and streamlining how IT is done, we reduced this real estate management firm's overall IT overhead by **over 50% without sacrificing quality of service**. Within a couple months – the IT capex **went from \$750,000 to less than \$325,000**.



**We passed on a significant savings and improved the clients infrastructure with scalable technology.**

## RESULTS

Reduce time consumption so the staff could be allocated properly to needed and pressing projects.



Received 24/7 access to on-demand support staff.



Revert IT capex went from \$750,000 to less than \$325,000 in two months.



**Interested in learning more? Contact us to see how we can help your company reduce IT expenses today.**

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