

ESSROC Integrates ISS Solutions for Enduring Support in One of the Toughest Work Environments Imaginable



Snapshot

Company: ESSROC

Headquarters: Nazareth, Pennsylvania

Business: A leading cement producer with more than 6.5 million metric tons of annual capacity and production facilities throughout the United States, Canada, and Puerto Rico.

Overview

Challenge: Support IT equipment for thousands of employees while keeping technology safe in a challenging workplace environment.

Solution: Collaborate with technology lifecycle management organization ISS Solutions to cover IT break/fix services to all 14 North American operations centers, keeping business running smoothly.

Benefits:

- Provided customized support for a difficult work environment
- Worked with ESSROC's support teams to increase efficiency
- Handled tasks with a common mission of integrity and reliability

"We've built our relationship with ISS Solutions over many years, and they're able to take care of anything. I don't have to worry about things that ISS Solutions handles for ESSROC."

— Joshua Pretko,
Client Support Supervisor, ESSROC



Supporting information technology (IT) is hard work, even without the added challenges of cement production workplace environments. For North American cement giant ESSROC, IT issues were weighing down their business. The magnitude of ESSROC's operations made juggling local IT vendors to support computers, servers, printers and peripheral equipment for thousands of employees and a mobile sales force no easy task. ESSROC's sheer number of locations, employees, and clients within North America made the company's IT work extra challenging.

ESSROC turned to ISS Solutions, a technology lifecycle management organization headquartered in Langhorne, Pennsylvania, for support. ISS Solutions provides a unified approach to service delivery across all North American locations. Its customized and reliable service creates efficiency even in the most complex work environments. ISS Solutions' services for ESSROC included all of its laptop warranty and non-warranty support, hardware repairs, break-fix, and printer maintenance.

This was exactly what ESSROC needed to keep business—and cement orders—flowing smoothly. ESSROC's collaborative relationship with ISS

Solutions was the key to keeping end-user satisfaction high. "Our ISS Solutions technicians always reach outside the normal bounds to ensure we get what we need," said Joshua Pretko, ESSROC's Client Support Supervisor, who has worked with ISS Solutions since 1998. "That's invaluable to me."

Provided customized support for a difficult work environment

ISS Solutions' understanding of the special needs of IT services in difficult environments is what Mr. Pretko believes to be the key component in the successful integration of ISS Solutions and ESSROC. "Cement plants are the dirtiest places you can possibly imagine because cement is a powder that gets in everything. When I take a computer out of a plant, inside there are literally a few pounds of cement dust," Mr. Pretko explained. "Before we set up a preventative maintenance program with ISS Solutions, our printers went down four or five times a month. Cement powder is abrasive and can destroy anything. If it gets into printer gears and becomes wet, it will turn into concrete and lock up all the printer's mechanisms with moving parts."

Working as a team, ISS Solutions management and on-site technicians dealt with the tough and even bizarre situations that occur in a cement factory, providing support beyond everyday break/fix and



saving ESSROC a great deal of anxiety, time, and money. Mr. Pretko confirmed, "This is about the worst environment you can put printers in. Yet I never wonder how we're going to get this done, because ISS Solutions always finds a way to deliver a smooth, successful solution."

Worked with ESSROC's support teams to increase efficiency

ESSROC's commitment to "strive for operational excellence by combining the technical expertise and cost management necessary to be a globally effective and efficient building materials manufacturer," even in remote locations from Ontario to North Carolina to Indiana, made time a crucial priority. Not only did ISS Solutions provide reliable support in challenging conditions, but it did so efficiently so that ESSROC could continue to meet these commitments across North America.

While the majority of ESSROC's approximately 1,100 desktop units and peripheral equipment resided at their headquarters and nearby facilities, their

mobile sales force laptops were deployed across all sales territories, while other mission-critical devices were in use at their cement plants, bulk cement terminals, and masonry warehouses strategically located throughout the United States, Canada, and Puerto Rico. ISS Solutions was consistently able to meet the measurable service level agreements (SLAs) that include full resolution for all repair calls. Mr. Pretko remarked, "ISS Solutions' customized solutions in the roughest parts of the cement facilities save us a tremendous amount of time."

Handled tasks with a common mission of integrity and reliability

ESSROC prides itself on being "more than a cement company," and rather a "synergy of people, products, and performance." ISS Solutions' dependable, trustworthy technicians and knowledgeable executive support were welcome new team members that kept the ESSROC community running at its greatest potential. ESSROC believes that

innovation gives it its competitive edge in the marketplace, and one of their core values is focusing on customers' needs, quality of life, and environmental impact. ISS Solutions, which also focuses on service excellence and not just technology, fit well into the culture of ESSROC because of their shared goals.

In 1998, when ESSROC engaged ISS Solutions to provide quality IT break/fix services at all of its North American operations centers, it was the start of a relationship strengthened by a common mission of integrity and reliability. Along the way ISS Solutions has been able to provide ESSROC with the technological support needed to help promote the company's long-term commitment to innovative sustainability. Both ESSROC and ISS Solutions aim at establishing and keeping relations with customers and suppliers based on a transparent exchange of information and shared commitments; this is why the integration of ISS Solutions into ESSROC's core foundation has proven so invaluable.