



365 TECHNOLOGIES INC.
Worry-Free IT™

Solutions & Success
The Inside Story

Capital Commercial Real Estate Services Inc.

“365 Technologies has freed up my time and freed up our staff. The service is excellent. They have great people and they're very knowledgeable.”

- **Jeff Reinsch**
Manager - Marketing & Operations,
Capital Commercial Real Estate Services Inc.



www.365tech.ca

Capital Commercial Real Estate Services Inc.

365 Technologies

Capital Commercial Real Estate Services Inc. provides a robust suite of commercial real estate services in Winnipeg, Manitoba.

Their staff of 20+ real estate professionals provides clients with retail, office, and industrial sales and leasing, investment property sales, and development services. In operation for nearly 40 years, Capital Commercial Real Estate Services Inc. has built a legacy of success in the Canadian real estate industry.

In the course of their time in business, the Capital Commercial Real Estate Services Inc. staff has endeavoured to work with only the best Canadian partners in the business world. To that end, they began a partnership with 365 Technologies four years ago...



Capital Commercial Real Estate Services Inc. Needed A More Cost-Effective IT Support Model

Prior to working with 365 Technologies, Capital Commercial Real Estate Services Inc. had relied primarily on hourly IT support.

This model of service (also known as “break/fix” support) has been largely overtaken by fully managed support, and for good reason—the former is simply too limited of a service model, and cannot properly maintain a modern IT environment.

“We were at the time unhappy with our current IT provider and looking for a change,”
says Reinsch, Manager, Marketing & Research, Capital Commercial Real Estate Services Inc.

While this arrangement worked for the Capital Commercial Real Estate Services Inc. staff for some time, it was only a matter of time before IT issues began to outpace the capabilities of an hourly IT support model.

Furthermore, the fact that each and every service call cost extra meant that the Capital Commercial Real Estate Services Inc. staff was always careful about when they did so.

By-the-hour IT support is the most ineffective model, for a number of reasons:

- A part-time technician won't be familiar with the client's IT and will take longer to solve the problem.
- It's better for the hourly IT support provider if they don't permanently fix the problem—then they get to come back again later and make more money off of their client.
- It's nearly impossible to budget accurately for hourly, reactive IT support like this.

The bottom line is that hourly IT support is very expensive and very inconsistent—that's why this strategy no longer works for businesses like Capital Commercial Real Estate Services Inc.

That's Why Capital Commercial Real Estate Services Inc. Called 365 Technologies

"We had a connection with Michael through one of our partners," says Jeff. "The big differentiator was the flat-rate fee that they offered."

Thanks to 365 Technologies' all-inclusive monthly rate, IT budgeting has never been easier for Capital Commercial Real Estate Services Inc.

No matter when they need help, they know they can reach out to our team without having to worry about being "nickel and dimed", as is the experience with so many other companies.

"Michael pitched us that it was in his interest to do the job right the first time because if it's not fixed it would cost him more time and money," says Jeff. "That was not the case with our previous provider."

With their previous IT company, every single request and service was another additional cost. But with 365 Technologies, they don't have to weigh the need for support against the available room in their IT budget.

"We know exactly what the IT budget is going to be year to year," says Jeff.

In order to help Capital Commercial Real Estate Services Inc. budget as accurately as possible, the 365 Technologies team meets with them twice a year to explore potential upcoming investments. These could include:

- Hardware replacement & upgrades
- Operating system and software upgrades
- Infrastructural changes or improvements

"When we meet with them twice a year they tell us our upcoming costs, so we know what our budget is going to be," says Jeff.



With 365 Technologies, Jeff Is No Longer An IT Bottleneck

"365 Technologies has freed up my time," says Jeff. "As we used to be paying by the hour, people would come to me first so that we wouldn't have to call them, but that's still an hour of my time."

Because of Capital Commercial Real Estate Services Inc.'s previous IT company's hourly support mode, Jeff was often tasked with handling minor IT issues.

This made him into a bottleneck for a number of Capital Commercial Real Estate Services Inc.'s technical concerns activities; by hiring an outsourced IT services company, the intent was to remove IT from his workload.

Unfortunately, the previous provider didn't deliver a level of support that allowed Ryan to offload IT as a part of his purview.

Furthermore, in an effort to minimize support costs, Jeff would often try to take care of IT problems on his own and avoid calling the IT company. This would inevitably take Jeff's attention away from his work as the company's Marketing and Research Manager.

With 365 Technologies, Jeff doesn't have to worry about IT anymore. He and the Capital Commercial Real Estate Services Inc. staff know that they can call 365 Technologies with any and all IT issues, big or small, and still pay the exact same monthly rate for support.

"Working with 365 Technologies has freed up my time and freed up our staff," says Jeff.



365 Technologies Seamlessly Managed Capital Commercial Real Estate Services Inc.'s Office Renovation

"They got us ready for when we moved in," says Jeff.

Capital Commercial Real Estate Services Inc. recently undertook a significant office renovation involving multiple floors of their office building. 365 Technologies worked closely with the project coordinator and other vendors to ensure everything went smoothly.

We followed a carefully-developed proactive IT strategy to help businesses hit the ground running at their newest locations.

We first established a comprehensive view of Capital Commercial Real Estate Services Inc.'s IT solutions, and then carefully planned the build and launch of their environment to minimize downtime, mitigate the chance of data loss and configuration errors, and ensure their staff can get to work on the first day in the new location.

How We Manage IT Environment Launches

Meeting Coordination With Key Collaborators

- ✓ Business Owner
- ✓ General Contractor
- ✓ Electrician
- ✓ Cabling Company
- ✓ Internet Provider
- ✓ Phone System Provider
- ✓ Security Systems/Cameras

Manage Technology Priorities

- ✓ Server Room Specifications
- ✓ Wireless Access Survey
- ✓ Upgrading/Adding Networking Hardware
- ✓ Weekly Project Management Updates

Onsite Assistance At Launch

- ✓ Servers Management
- ✓ Access Points Configuration
- ✓ Firewall Performance
- ✓ Workstations/Printer Connectivity
- ✓ Vendor Management

Error-Free Deployment Of Critical IT Assets

- ✓ Comprehensive assessment of the client's needs
- ✓ Detailed inventory of their IT components
- ✓ Evaluation and optimization of their setup plan
- ✓ Assistance in finding the right vendors for necessary software
- ✓ Deployment of an onsite or a cloud-based network setup
- ✓ Ongoing management to ensure high performance

Thanks to our careful planning and execution, we were able to set up Capital Commercial Real Estate Services Inc.'s new IT environment precisely to their specifications. This ensured they faced minimal downtime and could hit the ground running on their first day in the new space.

"They were definitely a partner in that process," says Jeff.



365 Technologies Helped Capital Commercial Real Estate Services Inc. Keep Working Through The Pandemic

"They were really great," says Jeff. "As soon as COVID hit they got us working remotely."

IT resources have never been as important as they are now as a majority of professionals work from home. In order for organizations like this one to stay connected and productive while working remotely, they need the right technologies and processes in place.

Due to how quickly the pandemic developed, many organizations were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies.

"The first call we made was to 365 Technologies," says Jeff. "I had heard of Microsoft Teams but I'd never used it before."

Prior to working with 365 Technologies, Capital Commercial Real Estate Services Inc.'s remote access capabilities were less than ideal. A few staff members had simple VLANs configured to access work from home offices, but they lacked any of the robust cloud capabilities they would need to stay productive in a long-term remote work model.

Capital Commercial Real Estate Services Inc. knew they needed to have a solution that was affordable, scalable, and secure and that enabled an efficient remote workforce. Fortunately, they had 365 Technologies to rely on.

Our team launched Microsoft 365 in a matter of days, giving them access to critical remote capabilities, such as Microsoft Teams for communication and Microsoft OneDrive and SharePoint for file sharing.

"We were able to turn that around in a couple of days when previously that could have been a nightmare for us," says Jeff.

365 Technologies Has Made IT Consistent And Problem-Free For Capital Commercial Real Estate Services Inc.

In the course of their four years working with 365 Technologies so far, Capital Commercial Real Estate Services Inc. has achieved consistent, accurate IT budgeting, harnessed our robust project management expertise and managed to avoid disruptive business challenges posed by the pandemic.

In addition to all that, 365 Technologies has become a reliable partner day in and day out. Whenever a Capital Commercial Real Estate Services Inc. staff member has an issue, they know they can call the 365 Technologies team to get it solved.

"The service is excellent," says Jeff. *"They have great people and they're very knowledgeable."*

