

PRIMELENDING RELIABLE IT FIELD SERVICES & TURNKEY BRANCH LOCATION SET-UP

THE CHALLENGE

PrimeLending is a national residential mortgage originator with nearly 300 branch offices across the United States. With such a large geographic footprint, they were searching for a solution to solve the challenge of opening new branch offices, closing or relocating offices, and providing consistent and timely day-to-day support for IT issues. They were currently utilizing corporate IT staff to manage the needs, which led to increasing travel and manpower cost. PrimeLending wanted a more efficient model that would be scalable in the ever changing mortgage industry.

BUCHANAN'S SOLUTION

Buchanan Technologies Field Services team recommended a solution that would provide an infrastructure of outsourced business services. The services would assist PrimeLending's existing branch locations with onsite troubleshooting and brake-fix support. Buchanan would utilize its pre-existing national footprint of local technicians to complete technical site surveys, branch cabling, and IT equipment installation for onboarding new branches as well as decommissioning branches. All locations would utilize the same knowledge base of information and be managed by Buchanan's dispatch team.

THE SUCCESS

PrimeLending was able to completely eliminate the need to send internal IT staff to branch openings and closings, eliminating travel cost and increasing employee efficiency. The IT team was now able to focus on running the day-to-day operations. The scalable and flexible platform provided by Buchanan's Field Services team allowed the company to leverage the functional expertise of local technicians across the country. In addition, PrimeLending is now able to estimate costs per site, allowing the ability to plan and manage expenses more effectively. Finally, PrimeLending was able to minimize downtime in break/fix scenarios, and increase overall up time with the ability to provide simultaneous support to multiple locations across the United States in a single day.

"Buchanan's Field Services Team provides a truly turnkey IT support solution. They've reduced the technical downtime that our branch locations were experiencing and reduced the expenses of sending a technician from our corporate offices."

VP, Director of Facilities – Lisa Loreto, PrimeLending