

# CASE STUDY

## HARRISON HOMES



Chamblee, GA



Christie Grundy, Office Manager  
Scott Hudson, President and Owner



11-50 employees

### BACKGROUND

Founded in 2007, Harrison Homes is a group of professional custom home builders and the premier choice for luxury living. Their dedicated team of managers oversees the entire home construction process from start to finish.



## CHALLENGES

As a busy, in-demand company without a dedicated IT team, Harrison Homes was in urgent need of help managing their IT operations. Some of the challenges were:



Harrison Homes was overwhelmed and in immediate need of support but wasn't sure where to start.



The company didn't have any IT support or staff in place, so when technology issues popped up, they didn't have anyone to help. The Harrison Homes team ended up spending countless hours trying to troubleshoot problems all on their own.



Harrison Homes coordinates with a number of different IT vendors. The amount of time and effort this setup required was resulting in stress, lost time and revenue.



Before working with Cortavo, 80% of Harrison Homes' computers were running Windows Home Edition, which was unable to support day-to-day operations.



They were also using DropBox for their files, which made their workflows slow and clunky.

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*"We couldn't spend a bunch of time on technology; if we did, we wouldn't be able to move our business forward. But it was holding us back, [and Cortavo] seemed great, so we wanted to execute quickly."*

— Scott Hudson, President and Owner

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## SOLUTIONS

Harrison Homes urgently needed an IT partner to support their swiftly growing operations, and the Cortavo team was ready to answer the call. We recommended that Harrison Homes use our Cortavo Lite offering, which is a helpdesk-only service. Our unique Level 2 support team means an expert will address a problem as soon as it arises.

We updated their slow, lagging computer system from Windows Home to Windows Professional with Windows 10 Business subscriptions so that everyone was working with the same cutting-edge software.

We migrated their user profiles to an Azure AD joined profile, which allowed us to set up Microsoft Intune and push specific security policies, such as Bitlocker settings. Now, Harrison Homes' data is secure and consistently monitored for any threats.

Harrison Homes was wasting time and losing revenue due to their disjointed and outdated workflow methods. We migrated all of their DropBox folders to Microsoft Teams, and we trained the team on how best to use Teams with Microsoft OneDrive.

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*"Everything we need so far is under this one contract, we have phone internet, virus protection, support...all of it. As of right now, there's nothing else we need that we're not getting with Cortavo."*

— Christie Grundy, Office Manager

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Overall, Harrison Homes has seen an increase in productivity, communication and collaboration. With everyone receiving the same standard of technology, they now get proper updates in real time. If there's ever an issue, they can feel confident in our support and quick response time. Now, Harrison Homes can focus on their quickly expanding business and ongoing success.