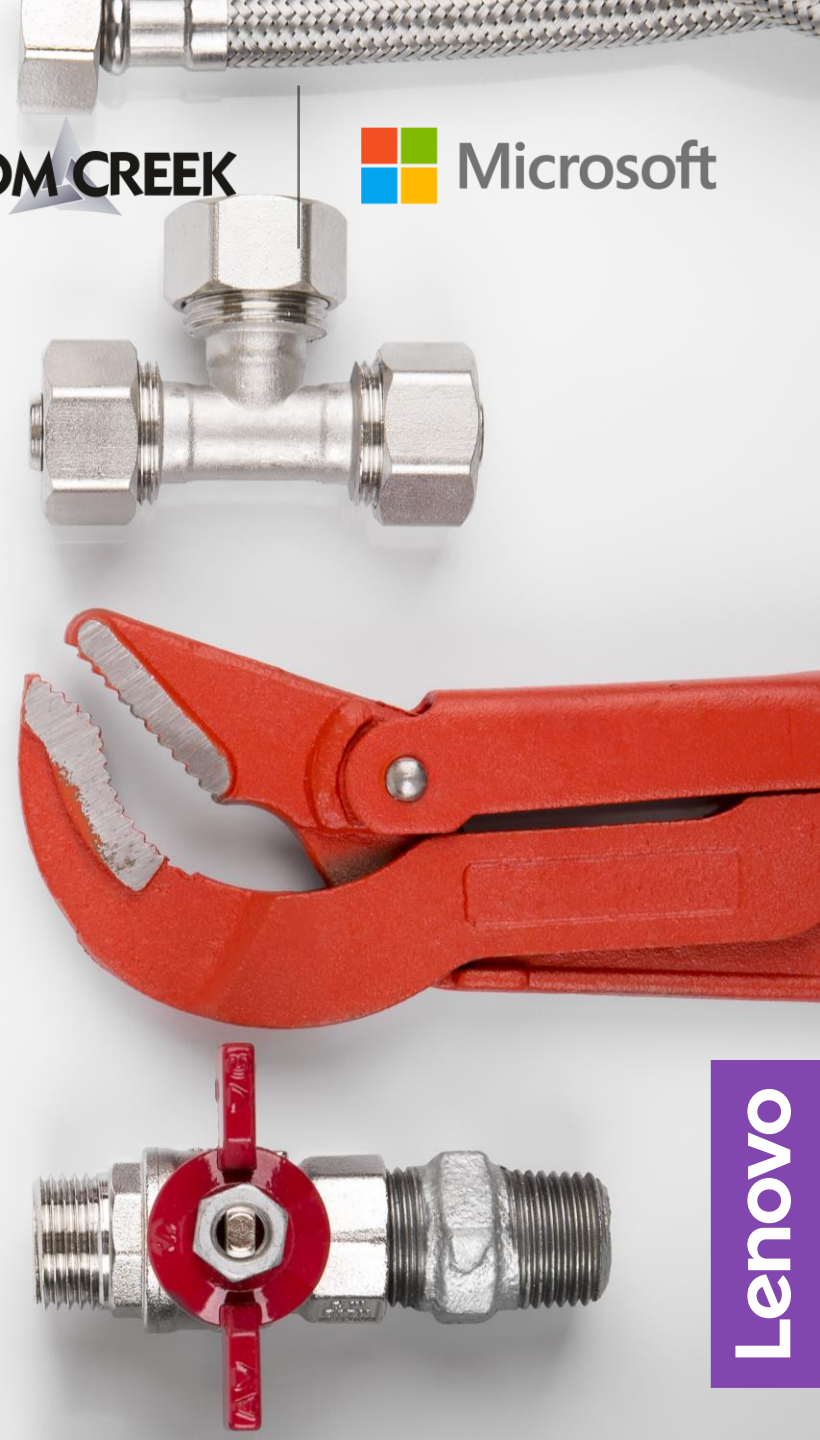# Great customer service through technology.

How **Done Plumbing & Heating** used the Lenovo ThinkAgile MX platform, powered by Microsoft Azure Stack HCI, to deliver exceptional levels of customer service.

Lenovo Infrastructure Solutions for The Data-Centered

Lenovo

Jeromy Metz
President
Done Plumbing & Heating

Company Profile

Here at Done Plumbing & Heating in Aurora, CO, we've been serving the needs of the Metro Denver area since 1999.

We offer residential and commercial plumbing, drain cleaning, sewer inspection and repair, heating, and air conditioning services, and we've always been focused on people over profits.

In fact, we started the company because we saw a gap in the market for a reputable and reliable plumbing company. The kind of business that always has a person answer the phone, calls when they're on the way, and won't bill you more because the sun is down. A business that stands behind its work with fair, consistent pricing and a workmanship guarantee.

The Challenge

Done is continuing to grow rapidly, and we have great potential to expand our business into new areas, both geographically and in terms of the services we offer. Technology has always played a big role in supporting our growth, because it drives great customer services and helps us attract the best talent to work with us. We embraced electronic documentation years ago—today, all our technicians carry iPads so that they can easily communicate all the options to customers. And when a technician needs to price up a job, the system automatically packages up the components that they'll need.

As well as taking before-and-after photos so that we can show future customers the quality they can expect, we're now storing large amounts of HD video relating to sewer line inspections. We offer a five-year warranty, and we need to keep that data for that period—all this data and increasing numbers of users meant that our existing VDI (Virtual Desktop Infrastructure) was starting to slow down.

"We out-compete even the big players with our technology-driven customer service, and we wanted to maintain that edge as the business grew."

Staying one step ahead with Lenovo.

We've worked with Atom Creek as our technology provider for more than a decade; they always do a great job in telling us what's down the road and what we need to prepare us for the future. We had been running on VMware, and Atom Creek advised us to switch to a hyperconverged solution from Microsoft and Lenovo as the most cost-effective option for our business needs.

With the Lenovo ThinkAgile MX solution for Microsoft Azure Stack HCI, we solved our performance issues and got the backing of two market leaders, which gives us confidence that we'll get rapid support if anything goes wrong.

Easy deployment with Lenovo hyperconverged solutions.

Everything ran smoothly: Atom Creek handled the installation and the migration, and we noticed the improved performance immediately. We had problems before with PCs crashing, and all of that went away. Our team can navigate through the system much more easily, and remote access is better too.

Our Results

The new Lenovo hyperconverged platform is already helping us serve our customers better. The customer service department and the technicians love that they no longer have any issues with performance or reliability, and it's going to help us attract fresh talent to the business. Plumbing and HVAC are complex enough without throwing bad technology into the mix! With the Lenovo solution, our systems always run smoothly, so we can offer a slick and professional service to our customers. All the audio/video/multimedia aspects are much improved, and that helped us in the pandemic, when video calls became standard.

Technology is not really my thing, so I can't tell you how much faster the new system is. But I know that we're up 23% in sales this year, and the Lenovo solution has played some part in that. Simple things like being able to upload and download video faster means that we can give more information to customers on the spot, which makes them more likely to choose Done Services for their home-maintenance projects.

Thanks to Atom Creek and Lenovo, we are not being held back by technology. As Done Services continues to grow, we're confident that the technology will adapt to what the business needs to do. Since we started our 10-year-plus journey with Atom Creek, the user experience for our staff has really improved, and that translates into exceptional levels of service for our customers.

✓ **All-in-one solution offers slick migration and easy ongoing management**

✓ **Increased performance and capacity for multimedia-driven customer service**

✓ **Empowers field technicians to give customers all the information they want**

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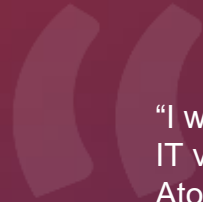
"I was not successful in picking IT vendors at first. Having to spend time chasing IT vendors is irritating and inconvenient. But I don't spend any time worrying with Atom Creek!"

Jeromy Metz
President
Done Plumbing & Heating

Dave Clipp,
President and CEO
Atom Creek, LLC

Partner Perspective

We proposed Lenovo ThinkAgile MX to Done Services because of our positive experience of the quality of Lenovo hardware and support. For the deployment, we used the Acuutech MESH solution to automate everything and make it as seamless as possible for our client. It's a great option that eliminates all of the complexity and gives real confidence in the project outcome.

Recommending a Lenovo hyperconverged solution was partly so that Done Services wouldn't need to keep buying a completely new infrastructure every few years.

We're confident that both Lenovo and Microsoft will continue to invest in the solution, and that it sets our client up for whatever changes their business may see over the coming years. And that's what Atom Creek is all about.

What will you do with Lenovo software-defined infrastructure solutions?

The Data-Centered delivering dependable customer services with Lenovo smarter infrastructure solutions, powered by Microsoft.

Explore Lenovo Software-Defined Infrastructure Solutions