

Ryan Companies US



Ryan Companies US builds on success with Citrix Online products

Founded more than 69 years ago as a small northern Minnesota lumber company, Ryan Companies US, Inc., is now a leading national commercial real estate firm providing integrated design-build, development and real estate management services to customers in more than 150 cities around the country.

The challenge: finding the right tools for remote employees

For more than 65 years, Ryan Companies has delivered quality solutions that consistently exceed customer expectations. "Part of our success is that we have a corporate commitment to make sure the product is high-quality, on time and on budget," said John Leeper, CIO for Ryan Companies. Since 1997, the real estate and construction-management firm has relied on cutting-edge technology from Citrix Online to give employees the tools they need to meet this challenge.

Because 45 percent of the firm's employees work from remote offices and job sites, providing the best technology to keep these mobile workers productive is paramount. The firm implemented three Web-based services from Citrix Online to improve productivity and flexibility for its remote and mobile employees: Citrix® GoToAssist® for remote technical support, Citrix® GoToMeeting® for instant online meetings and Citrix® GoToMyPC® for secure remote access to the desktop. Because the trio of products helps the firm's employees communicate more effectively, react more rapidly and be more flexible, productivity is greatly enhanced. "Products from Citrix Online enhance our communication, allowing us to deliver our services more effectively and rapidly," said Leeper.

Get employees in the field back to work faster with GoToAssist

The firm's construction superintendents in the field use laptops containing comprehensive schedules encompassing every aspect of a project. Laptop problems can be a serious drain on their productivity, explained Greg Dossier, help desk team leader. "If our people in the field have an issue such as a virus, there was often nothing we could do but have them ship the laptops back to us," he said. Too often this meant superintendents would have limited access to their project schedules for three days while the help desk fixed the laptops and shipped them back.

Now the help desk uses GoToAssist to remotely resolve issues in the field and get the employee back to work again within minutes. "We can now connect directly to the employee's laptop and fix it," said Dossier. Leeper agreed: "GoToAssist is a big timesaver for our department and has provided immediate cost savings related to shipping and downtime. And it has allowed us to leverage our support staff in a much more effective manner." More importantly, support with GoToAssist enables remote workers to maximize productivity and thus help keep a project on schedule. "GoToAssist allows us to keep a working PC in their hands and that helps us to keep our commitment to completing a project on time," Leeper said. "The result for the firm is an immediate return on investment."

“Citrix Online solutions give us the tools to keep our people happy.”

John Leeper
CIO
Ryan Companies, Inc.

Key benefits

- Improves communication with remote employees
- Accelerates technical support for field workers
- Expedites planning and project management

Enable employees to collaborate anywhere with GoToMeeting

The online technical support experience was so successful that Ryan Companies began to seek a collaborative online meeting solution to further remove geographic boundaries for remote employees. When the firm's engineers, architects and project management staff need to make critical decisions regarding schedules and plans, time is of the essence. "Collaboration is critical, but our partners are often spread all over the country, so it's difficult and costly to get them together in the same room to look at the same set of plans," said Leeper. "Because our teams work with AutoCAD files and other documents that can often require megabytes of storage, emailing the files to participants is impractical. We've tried other solutions, but the first time we used GoToMeeting, we were convinced that it's the best tool for collaborating quickly and simply."

GoToMeeting now gives team members a rapid, easy and cost-effective way to collaborate from different locations. "We tried other solutions but they were costly, unpredictable and difficult to use on the fly," said Leeper. "But with GoToMeeting, the predictable flat-fee per-month billing makes it easy for us to maximize return. We use the solution many times per day on a job, saving thousands in travel and downtime." Online meetings with GoToMeeting are now mandatory for the company's everyday business because visual communication has become so effective. "A picture says a thousand words," Leeper noted. "And GoToMeeting makes it easy for all of us to be as efficient in our communications as possible."

GoToMyPC complements remote access infrastructure

When Ryan Companies needed a remote desktop access solution to complement its existing Citrix Presentation Server™ installation, the company turned to GoToMyPC. "At this time, we don't deliver all our applications through Citrix Presentation Server, and GoToMyPC provides anytime access to applications that reside locally on the desktop," said Leeper. With GoToMyPC, mobile employees have secure access to all applications on their office desktop computers, including legacy systems. "GoToMyPC gives you access to everything in your environment," he said. "It gives our employees convenience and usability."

"Ease-of-use is especially important to us because most of our employees are in professional or managerial positions, and they all have huge demands on their time. Citrix Online products are convenient and incredibly simple to use."

Improving employee satisfaction

In the end, it's a belief that the firm's employees are its most important asset that motivates Ryan Companies to purchase Web-based services from Citrix Online. "We have a tremendous respect for our employees' time and their commitment to their families and their communities," explained Leeper. Citrix Online solutions enable Ryan Companies to achieve a more responsive, collaborative, connected and available workforce. "Citrix Online solutions give us the tools to keep our people happy."

About Citrix Online

Citrix Online provides secure, easy-to-use online solutions that enable people to work from anywhere with anyone. Whether using GoToMyPC® to access and work on a remote PC, GoToAssist® to support customers or GoToMeeting® to hold online meetings, our customers – more than 35,000 businesses and hundreds of thousands of individuals – are increasing productivity, decreasing travel costs and improving sales, training and service on a global basis. A division of Citrix Systems, Inc. (Nasdaq: CTXS), the company is based in Santa Barbara, California. For more information, visit www.citrixonline.com or call 805-690-6400.

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