

# Interplay's High Integrity IT Service Provides "Great Fit" for Constantine Builders

## client

Constantine Builders

## challenge

Constantine's break/fix team wasn't great with information sharing, which led to an IT investment that didn't make sense for a commercial operation.

## solution

Interplay's friendly and fast day-to-day support, hands-on solutions, and educational approach to IT has transformed tech into a strategic asset that grows the business.

Constantine Builders is a premier end-to-end contractor for healthcare, industrial, commercial, assisted living and memory care, and mixed-use facilities in the Pacific Northwest. With over 40 years of experience, Constantine has the know-how and dedication to address all their clients' general contracting and construction needs. Over the decades, they've worked hard to ensure their clients are some of the happiest in the industry.

Unfortunately, Constantine's break/fix IT support team didn't share their standards. The IT provider left the construction firm guessing about IT health and wouldn't prioritize urgent fixes. The final straw was when they neglected to tell Constantine about the high failure rate of a server they were implementing. When the server failed 2 years later, Constantine found a new IT team that was competent and dependable, one that reflected the high levels of integrity and accountability that Constantine provides to their own clients.

### Interplay Reflects Constantine's Values: Reliability, Accountability, High Standards

"Interplay's standards are higher, like ours. They give 100% to everything they do... they have high integrity, they want their clients to be happy, and they're really hard workers like us," said Kay Constantine, co-owner of Constantine Builders.

"When we found Interplay, we were looking for a company that knew what they were doing with IT, understood that different problems had different urgency, and who applied due diligence to figure out how to fully fix an issue," Kay explained. "We don't have enough work for a full-time [in-house] IT person, but we do need IT help."

Interplay provided Constantine with an outsourced team that held more knowledge than any one in-house person could have. They're good at sharing that knowledge too: they keep her informed about strategic IT options, are proactive about maintenance, and support her employees in the field 100%.

"When it comes to your business IT... you want someone you can count on, someone you can depend on. You need



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your IT to work,” Kay said. “Interplay is so proactive about alerting you about things like if your computer is going to go. They’re so proactive, I don’t have time to think of anything they need to do. They’ve thought of it before I think of it!”

### **Efficiency Required – No Handholding Needed**

“We’re a mid-size company, so we try to be efficient with everything we do,” said Kay. “We also need our sub-contractors to be efficient, and Interplay is. There’s no handholding needed; they take notes.” Interplay keeps Constantine informed about upcoming IT issues; makes strategic suggestions with clear pros and cons; and provides fast, efficient IT support to all of Constantine’s team members.

“[Interplay’s] fixes don’t take up our time. They work around our schedule,” explained Kay. “They call when we schedule a time, call back later if we need them to, and our employees in the field can be walking the job while Interplay [remotely] works on their computers.” Best of all, as Kay explains, “Urgent tickets are handled urgently – if you tell them something is urgent, they’ll fix it right then.”

Interplay also provides a critical advisory role for the contractor, whereas previous providers didn’t inform Constantine about trends in the IT industry that would have impacted their decisions. “I’ve never had another company that told me what I should do with tech,” said Kay. “[Interplay] tells me what I need and helps me learn about the benefits and budget so I can make informed decisions for the most cost-effective choice for commercial use. They give you the full info you need to make decisions.”

### **Upfront, Honest, Trustworthy and Knowledgeable IT Support**

“I would recommend Interplay to any business in any industry, of any business size,” stated Kay. “Plain and simple: they’re good at what they do. They also have high levels of accountability. They are upfront, honest, trustworthy, and knowledgeable. At our company, we value people who are good at what they do and accountable for their work – so, as an extension of our team, Interplay is a great fit for us.”