

## Computer Dynamics Group, Inc.

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-Dave Torson  
Chief Operating Officer

Computer Dynamics Group, Inc. (CDG), a large field services company that provides IT solutions to businesses and individuals all over the U.S., needed help finding a tracking solution of its own.

### The Challenge

Headquartered in Chicago, CDG provides a variety of IT services including network consulting and integration, systems management, remote support, on-site service, dial-in service, and training. In addition to the Chicago office, CDG operates large facilities in two other states – an IT hardware service/repair depot in Iowa and a call center in Colorado – and was looking to begin expanding nationwide in the very near future.

CDG maintains over 150 contract clients, mostly in the financial services industry, with well over 1,000 field sites.

The tracking software used previously by CDG’s call center in Colorado was hosted by servers in the Chicago office. Customers would contact the call center in Colorado, where the information was added to the database, and calls were assigned to field reps in various parts of the country. Field reps communicated client information to the call center via phone and fax. Complicating the challenge further was the fact that no one outside the Chicago office, including field reps, could access the database and view the work.

### The IssueTrak Solution

CDG needed tracking software that would be flexible, scalable, Web-based and cost effective. According to Dave Torson, Chief Operating Officer with CDG, "My challenge was finding software that was all-encompassing and would do everything we needed it to do." He reviewed more than 70 other tracking systems before choosing IssueTrak for CDG’s software solution.

### Here’s how IssueTrak worked for CDG:

**100% Web-based.** Most of CDG’s field reps work out of the back of their vehicles. With IssueTrak they can access assigned client information themselves and "do it on the fly." Reps no longer have to fax or call in information to the call center, and employees at the client’s site can even go directly to the help desk with an issue.

**Flexible.** IssueTrak’s two-tiered hierarchy for issue locations was customized to work for CDG’s various operations. IssueTrak also offered CDG the flexibility to change field and criteria names to make for a custom fit.

**Expandable.** With CDG’s critical need to expand nationwide, IssueTrak’s Web-based platform provided the perfect solution. According to Torson, "If we need to move our call center



or establish another one, all we have to do is run a phone line and they're up and running!"

**Cost effective.** IssueTrak did not require the purchase of software or hardware for each location, and it wasn't necessary to fund another IT employee just to manage the server. Also, giving everyone access to the issues freed up loads of employee time at the call center, and eliminated the field reps' paper trails (faxing and hard copies).

Dave Torson and the folks at CDG have been pleased with the rollout of their new system and expressed satisfaction in working with IssueTrak representatives. "With the numerous requests that we put to them, they have responded quickly to every need. Their product suits every need that we had," said Torson.

Torson especially seems to like IssueTrak's simplicity, minimal need for training, and quick deployment. "It's a turnkey solution and takes little effort on our part," Torson explained. "I don't have time to micromanage a software solution. This way it just happens."

IssueTrak has enabled CDG to get back to the business of being an excellent IT field services provider, fulfilling its primary mission of exceeding every expectation of clients and customers.

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