



"I have complete confidence in the CodeBlue/Generation Homes relationship. I feel CodeBlue has a genuine interest in our business and they are proactive. In our first year with CodeBlue, we've fixed costs and achieved network stability. We now experience little to no operational downtime and can plan ahead for major projects designed to further improve our IT infrastructure."

Kevin Atkinson, Chief Executive Officer, Generation Homes

Generation Homes slashes IT spend, gains network stability, with CodeBlue fixed price support

A fixed price monitoring and management services agreement with CodeBlue has allowed building company Generation Homes to reduce its IT spend by up to 50% and gain a stable, proactively-managed IT environment for a set monthly fee.

Prior to engaging CodeBlue, Generation Homes had lost confidence in its incumbent IT service provider. Day-to-day costs had blown out and budgeting effectively for IT spend was impossible. Unmanageable costs also meant that Generation Homes could not plan strategically for future IT infrastructure investment.

The costs did not stop with the monthly IT bills. Generation Homes' CEO Kevin Atkinson says they regularly experienced lengthy periods of downtime and the level of lost productivity was unsustainable. "Just consider losing 20% of your productive time over 20 staff in a \$60M turnover business and paying \$6,000 to \$8,000 per month for the hassle," he says.

Atkinson identified key issues in the relationship with the incumbent IT service provider:

- // Paid per hour, their service was not proactive
- // Ever-changing staff meant that Generation Homes could not build an ongoing relationship with a technical advisor
- // A lack of small business focus.

Stability, continuity, cost control

Knowing what he wanted, Atkinson went to market, evaluating CodeBlue alongside several local service providers before deciding to engage CodeBlue. CodeBlue had already carried out some work for Generation Homes in the past and were further recommended by a Generation Homes staff member.

Generation Homes wanted a nationwide IT partner whose service offerings would drive them to create stability and minimise downtime. ▶



Customer profile:
Generation Homes

Generation Homes has been building homes since 1997. The company already covers the central North Island and continues to expand into new regions through joint venture partnerships.

The company's core belief is that building does not have to be a stressful, time-consuming and cost-spiralling exercise. Generation Homes brings certainty into the uncertain world of building a new home by focussing on efficiency. It has devised a construction programme which allows customers to be given a guaranteed move-in date on the day their unconditional contract is signed. Tight adherence to costings also ensures that Generation Homes' customers do not suffer unexpected budget increases.

Key IT suppliers:

Microsoft
HP



Atkinson read about CodeBlue's fixed price Sleep Easy service level agreement on the website and was impressed. He further discerned a parallel between Generation Homes and CodeBlue. Generation Homes has rigorous systems in place to ensure customers have fixed costs and measurable deliverables. CodeBlue likewise offers a fixed price to look after all of a company's IT needs with a clear performance guarantee.

"I wanted to engage a business that had a fixed cost per user model so that I knew the provider would be driven by remuneration to fix things for good and to be proactive," says Atkinson.

Other computer consultants profit from the failures in their clients' IT environment but CodeBlue's fixed price Sleep Easy agreements do not allow it to profit from its clients' technology troubles in any way.

Initially CodeBlue spent some time bringing Generation Homes' network up to 'best practice' standards. Since then there has been little to no operational downtime and most of the ongoing

work is user focussed. Support is now available for agents working in show homes over the weekend.

Significant improvements

Atkinson did not have specific KPIs or metrics for required improvements when CodeBlue first came on board. "We were chaotic before and anything was better," he recalls. Generation Homes now has greatly improved system security and reliability for a fixed monthly price. There have also been significant improvements in cost-savings, efficiencies, productivity and better customer service.

Generation Homes has a dedicated CodeBlue Trusted Advisor to ensure continuity in the business relationship. More than just an engineer, the advisor invests time in understanding and recommending how Generation Homes can extract maximum business value from its IT investment today, while planning strategically for future IT investments aligned with the company's business goals.

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