

*“GoToAssist saves a lot of time. Employees benefit from real-time issue resolution instead of spending hours delivering a laptop to the office.”*

T.J. Schmidt  
Technology Support Specialist  
Miron Construction

## Problem

Because Miron is spread across branches and job sites, employees rely on remote support services. However, their old support tool, TightVNC, required a VPN connection that was not always available at construction sites. **Employees were sometimes forced to bring their laptops to an office for assistance**, impacting productivity and deadlines. Further, Miron was migrating email services, so the IT team needed a new help desk management system.



Miron Construction is recognized as one of the premier builders in the Midwest. Since 1918, the company has provided clients with high-quality general construction services for commercial, educational, healthcare and industrial buildings.  
[miron-construction.com](http://miron-construction.com)

## Solution

After trying other solutions, Schmidt turned to GoToAssist, based on Miron’s positive experience with GoToMeeting, followed by the Service Desk module. Schmidt and his team now use Remote Support to **deliver attended and unattended support to employees** and assist external contractors with the company’s FTP site so they can access plans and drawings. Meanwhile, Service Desk provides incident tracking and documentation, a self-service portal and knowledge base resources.

## Result



**Less time wasted**



**Faster issue resolution**



**Improved productivity**

The integration and streamlined billing of the GoToAssist modules helped Miron’s lean IT team serve a geographically dispersed and growing organization. And because GoToAssist Remote Support is faster and more feature rich than TightVNC, they can resolve issues in less time – all without the hassle of VPN on construction sites. This increased productivity for users and the IT team alike. In addition, the support team educates users by linking relevant Service Desk knowledge base articles to tickets.

**“We’re getting good feedback on response times**, where previously, using VNC or phone, we were falling behind,” said Schmidt.

*Want to improve your own support with GoToAssist?*

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