

# IT Support Case Management



## Background

A leading provider of construction rental equipment such as portable toilets, temporary fencing, and rollaway dumpsters, United Site Services (USS) runs its business on Salesforce and needed to upgrade its legacy IT support ticketing system.

## Challenges

- USS has a complicated field service-based business model, which creates challenging and complex use cases in how the company services its 115,000 customers across the United States
- An outdated IT support ticketing system that was holding USS back from providing a frictionless experience to its customers
- Fragmented internal processes ultimately led to a combination of missed services, under/over billing, and customer dissatisfaction

## Solution

A modernized IT Support Case Management system based on Salesforce Service Cloud.

## Results

- 4,000 users now have the responses and IT support they need to carry out their daily tasks using Salesforce
- IT Support Case Management that is unified with other critical business processes powered by SFDC
- Valuable case management metrics empower USS leadership to make more informed staffing and training decisions
- Platform agility and the top-notch technical documentation provided by Argano has empowered USS to change system functionality in the future should business requirements change

Proprietary and Confidential



## Industry

Construction Equipment Rental

## Organization Size

Mid-market - \$480M in Revenue;  
1,300 employees

## Products and Services

- Salesforce Service Cloud

## Key Differentiator

A trusted partner with comprehensive Salesforce expertise, Argano was initially brought in for CPQ remediation and optimization but has since taken ownership of the entire USS SFDC program including CPQ, Field Service Lightning, Tech Debt remediation, and Billing replacement.



"Our team is thriving with IT Support Case Management. Since sunsetting our outdated IT support ticketing system six months ago, we have brought in roughly 100 IT employees and 4,000 end-users onto Salesforce Cases. I would recommend Argano to any company that wishes to build out Service Cloud functionality across their organization."

-Meradith Stretz, Salesforce Manager, United Site Services