

## Fostering a Global Network with Efficient, Accessible, End-User Support Services

TRC Companies, Inc. is a global consulting, construction, engineering and management firm with 50 years of experience in delivering digitally integrated, environmentally focused solutions to a variety of market. From decarbonizing energy systems to constructing high-standard healthcare facilities, TRC has emerged as a leader in the professional services space and has rapidly grown in recent years with nearly 6,500 employees in over 150 offices globally, including Canada, China, India, and the UK.

With plans to continue expanding through acquisitions and developing services, TRC had to re-evaluate their means of supporting a hybrid workforce. Simply hiring more internal staff to meet the demands of onboarding, training, and providing ongoing support to new employees was impractical as delivering these types of services in-house can be burdensome and costly. TRC needed an easier and more sustainable way to support their employees at scale.

*“As the company grew and adapted to a hybrid model, we recognized we had to transform how we supported our employees. Partnering with Vitalyst provides us with the scalability we needed as a company.”*

—Rob Petrone,  
VP, Information Technology

## Supporting a growing workforce with customized employee onboarding

Originally utilizing Vitalyst for end user how-to application support and managed helpdesk capabilities, TRC has since then expanded their legacy contract to include additional services to meet the needs of their organization. TRC now leverages Vitalyst to manage all IT helpdesk tickets, Microsoft how-to support, and new employee onboarding. With the help of Vitalyst, TRC can now onboard staff quickly, provide new employees with customized training, and easily scale up support as needed with Vitalyst’s cost-for-growth service model.

*“Partnering with Vitalyst has assisted TRC with improved processes in how we onboard and support our employees.”*

—Rob Petrone,  
VP, Information Technology



TRC is a national engineering, consulting and construction management firm providing integrated services to the power, environmental, infrastructure and oil and gas markets.

**Industry**  
Professional Services

**Company Size**  
Enterprise  
6,400+ Employees

**Headquarters**  
Windsor, CT

## Results:



~ 1,500 employees

successfully onboarded and trained by Vitalyst




~ 2,197 hours saved

compared to TRC internal support

## Implementing innovative employee learning and development solutions

To further provide their organization with ongoing support, TRC also deployed Vitalyst's [Adaptive Learning Platform](#) to users. Employees can access Adaptive Learning anytime through the Vitalyst Learn Now app, a Microsoft Teams app that serves as a single access point to a variety of training and learning resources. With Adaptive Learning, TRC employees are getting 24x7 access to tools that help them better use their Microsoft applications, including on-demand phone and chat support, instructor-led webinars, and Vitalyst's Help Me kNow Hub for self-paced learning through videos, skill tracks, and tutorials.

### Results

	Teams Meetings utilization	} 75%
	Phone support requests answered	} 3,291
	Chat support requests answered	} 294
	Level 1 chat support requests answered	} 5,203

## A strategic partnership for end user IT support and training

TRC has been a Vitalyst client since 2004, using and expanding use of Vitalyst services for more than a decade – leveraging Vitalyst as a strategic end user adoption partner through their journey of growth. Vitalyst has been crucial in helping TRC bridge the gap in assisting their employees with modern tech training, 24x7 end user support, and on-demand learning resources through cost-effective solutions.

*“With Vitalyst, we’re getting more comprehensive employee support experience, positive financial impact, and lastly an improved ability to measure our performance in real-time. Through these resources, our employees can truly work from anywhere and gain the support they require to be effective, efficient, and productive”*

—Rob Petrone,  
VP, Information Technology

### ABOUT VITALYST

Vitalyst is a learning and development solutions leader helping organizations humanize technology and streamline end user adoption. As a Microsoft Solutions Partner for the last decade and three-time Microsoft Partner of the Year winner, Vitalyst has helped over 400 customers across all industries build the skills for modern work.