

Win Wire: Hermanson Leverages Ludia Care



Current Situation

- Hermanson Company LLP is a leading mechanical contractor offering services in mechanical construction, design-build engineering, lean fabrication, and 24/7 maintenance. It focuses on efficient system integration and off-site prefabrication.
- Driven by their desire to maximize their investment in Microsoft technology, Hermanson sought a strategic partnership with a Field Service expert.
- **Hermanson experienced the following challenges:**
 - Hermanson needs a streamlined way to engage with the Microsoft ecosystem, ensuring compliance with the latest business and technology best practices.
 - They require an objective assessment of their solution architecture, cross-referencing internal initiatives with industry best practices to enhance stability and future-proof their technology roadmap.
 - Hermanson seeks to fully leverage Microsoft's rapidly evolving technology landscape, capitalizing on innovations to drive operational efficiency and growth.

Win Theme:
*Solution architecture
excellence and
relationship with MSFT*

Location:
Kent, Washington

Industry:
*Mechanical Systems and
Construction*

Employees:
500+

Date Signed:
February 26th, 2024

Solutions:
*Microsoft D365 Field
Service*

How We Won

- **Ludia Care**, in its essence, embraces a customer-centric philosophy that places the customer experience at its center. This personalized approach is critical to ensuring customer satisfaction with all of our clients.
- Ludia's participation in the Fastrack COE bolsters our ability to help customers resolve mission-critical objectives quickly.
- Field service expertise was paramount to Hermanson when selecting a partner. Ludia's proficiency in Microsoft's technology, implementation best practices and Field Service business practices were instrumental in establishing a partnership.

Customer Needs

- Hermanson was looking for a right-sized partner they could trust.
- Hermanson wanted to ensure that they were adhering to best practices, and they feared new "blind spots" could inhibit their ability to utilize Dynamics 365 to its full potential.
- Hermanson had a deep need for D365 Field Service expertise.

Ludia Care

- Ludia Care is a tailored support program that provides customers access to a network of expert Field Service resources. Our support team is both on-shore and capable of providing rapid and meaningful assistance on complex technology and business problems.
- Ludia Care is built on a foundation of unparalleled service and, today, is a vital resource for both partners *and* end-users.
- Ludia Care provides an incredible low-risk opportunity for end users and partners to bolster and support their mission critical Dynamics initiatives. If you want to go fast, go alone; if you want to go far, go together!



Lucas Diaz
CEO and Managing
Partner



Scott LeFante
Client Engagement
Director