

Managed Services with **Turner Construction**

Background Info

In 2018, Turner expanded its engagement with WOS to include Managed Services, outsourced technical and product support. WOS recruited and trained three individuals from underserved communities to provide service desk support over a 12-week period, outsourced from WOS' offices in Dallas.

Managed Services Program Details

When Turner was rolling out two-factor authentication security protocol for its employees, it looked to WOS for assistance with implementation. Turner employees were offered support in setting up two-factor authentication in order to ultimately gain access to the Turner network, which enabled employees to securely login to Turner's systems. The WOS consultants worked with Turner employees to guide them through the installation process as well as assist with troubleshooting issues they may have had.



PROGRAM RESULTS

300 incidents

*per week were resolved
by WOS consultants*

Fast onboarding

*After two days of
on-site training*

Flexible scheduling

*Consultants worked
one of three shifts*

“WOS serves as a valuable source of talent for our organization as we seek to build a diverse and inclusive workplace in which all employees contribute creative ideas, seek challenges, and have the opportunity to grow.”

—Warren Kudman, Chief Information Officer, Turner Construction Company

About Workforce Opportunity Services

WOS is a leading 501(c)(3) nonprofit committed to developing the skills of untapped talent from underserved and veteran communities through partnerships with organizations dedicated to diversifying their workforce.

About Turner Construction Company

Turner is a North America-based, international construction services company and is a leading builder in diverse market segments.