

Gorsuch Enterprises

“BSSI has got our Backs!”

BSSI Makes IT EZ!

Gorsuch Enterprises is the place to go for all of your real Estate and Custom Home Design Needs. Gorsuch Enterprises represents a conglomerate of businesses including Fairfield Homes, Inc., Gorsuch Management, Gorsuch Realty, and Gorsuch Construction.

Founded in 1947 by the late Frank L. Gorsuch, **Fairfield Homes, Inc.**, is recognized as a major developer of single family homes and subdivisions, commercial construction, historical rehabilitation and multifamily housing.

In 1971, Leonard F. Gorsuch, Chief Executive Officer of Fairfield Homes, Inc., began developing and constructing multifamily housing in both the subsidized and conventional markets. Since that time, the Company has developed and constructed over 4,500 multifamily housing units, with a market value in excess of \$100,000,000 in Ohio, Kentucky, West Virginia and Indiana.

Founded in 1957 for the purpose of managing single-family rental properties, which had been constructed by Fairfield Homes, Inc., the parent organization, **Gorsuch Management**, expanded their operation to specialize in the management of multifamily residential affordable housing over a 25 year timeframe.

In order to adequately service these projects, Gorsuch Management employs a qualified staff of 5 Regional Directors, approximately 41 Resident Managers, and 55 maintenance persons. Today, Gorsuch Management manages over 4,500 apartments.

With the size of our enterprise, technology and communication are key!

“Prior to hiring Business System Solutions, Inc. (BSSI) we were using another technology consulting company. They were very slow to respond to our issues and operated totally on a reactionary basis..... meaning they would wait until a problem occurred to fix it. This was not acceptable to us. We have no one on staff with the technical expertise to notice or even know



“BSSI has our backs! I can't tell you how nice it is that you as a company can monitor our servers and know right when a problem occurs. You know about our problems before most of our 50+ users do. I just thought I would tell you how much we appreciate all of you and what BSSI does for us! Our software vendors have even noted how knowledgeable and professional you are.”

**Leonard F. Gorsuch,
President
Gorsuch Enterprises**

www.GorsuchHomes.com

what to look for to determine if something is a problem or becoming a problem” states Mr. Gorsuch, President, Gorsuch Enterprises.

We wanted faster response times, controlled costs and proactive services to notice things that needed to be changed upfront instead of waiting for problems to occur.

That’s when Gorsuch Enterprises contacted BSSI. “When Gorsuch contacted us, they were frustrated with the amount of time their former provider took in responding to emergency support calls. This resulted in a lot of productivity issues for their users. With over 50 computer users, it quickly became a cost issue,” says Diana, President of BSSI.

We now have our trust in the right company... BSSI!

“BSSI has made our company more productive. In business, time is money, and the less time we spend on computer problems, the more money we make. Their services have freed our time to concentrate on the business,” says Mr. Gorsuch, “our employees also experience faster response times and less downtime as the BSSI technicians handle so many things after hours including system updates and reboots without interrupting work time. Also, many of our service requests can be handled after hours or behind the scenes, but if it needs to be handled during business hours, the user is asked when is a good time for an interruption so the technician can remote in to assist the user. In previous days, the user would have to make them self available to whenever the technician was onsite. Now it is truly business driven!”

Gorsuch Enterprises enrolled in the BSSI IT EZ support plan which provides 24/7 monitoring and unlimited remote support services. Gorsuch staff members take advantage of the internet based helpdesk portal, which allows them to generate a service ticket any time of day or night without calling the office. “It is so convenient to submit service requests online. The BSSI guys hop right in and take care of it behind the scenes and send us a message they have taken care of it,” says Nancy Lambert, a Gorsuch user.

“As a result of the BSSI monitoring services, the technicians are made aware of problems 24/7. I remember coming into the office one morning and receiving the below email from Nancy,” says Diana.

“I heard that one of the guys was here before 7:00 am to take care of a problem. I can't tell you how nice it is that you as a company can monitor our server and know right when a problem occurs. Most people did not even know there was a problem. I just thought I would tell you how much we appreciate all you and the guys do for us. Have a good day!”

Our software vendors even love BSSI!

Gorsuch Enterprises utilizes software that is related to government billing. The government pushes out changes that need to be made and software companies don’t have a lot of time to

implement. Mr. Gorsuch's organization helps the software company test its software by identifying the bugs and what is not right in the software. It is a very time intensive process... testing, troubleshooting, releasing backup data, allowing software techs into the server, and applying patches and fixes.

Per Nancy, "BSSI has helped make things a lot faster in this process. When a BSSI tech talks to the software tech, they are talking the same language. It removes us from the middle because we don't know the language. We were scared to allow the software techs onto the server. You assume they know what they are doing, but you don't know for sure. There is a great level of comfort knowing BSSI is watching our network and has our backs! **In fact, our software company is also impressed with BSSI. One of our software account representatives expressed how impressed she was with the knowledge and professionalism of the techs at BSSI!**"

"I would definitely recommend BSSI. They have helped us keep our costs under control. It is easier to budget on the fixed cost plan. With the 24/7 monitoring, they are proactive and notice things up front that need to be addressed. But the biggest benefit is that someone is watching out for us. They manage our relationships with other vendors so we are not sold a lot of products and services we do not need. They interpret the technology, determine how it affects us and break it down into a simple language that we can understand..English! BSSI definitely has our backs! Thanks for all you do!" ~ Mr. Leonard Gorsuch.