

Coffman's IT team has worked day and night to transition our engineers from working in our offices to working from their homes. This transition process has gone very well and our engineers are fully operational working from home, thanks to the foresight of our IT team and their preparedness to support such a massive shift. While there are many approaches and technologies available to support remote work, we wanted to share some of the software tools Coffman's IT gurus have used to support our team's shift to working remotely. Coffman IT team members are available for more discussion on any of these tools, so please reach out with questions.



Splashtop: Coffman is using an application called "Splashtop" to support remote connectivity and remote support. It is an inexpensive and easy to deploy software package that Coffman uses for employees to access their computers from any device, as well as for remote support of desktop computers, and on-demand support of any remote system through their SOS service. This service sets up secure access with 2FA. Coffman has alternate remote connectivity solutions like "Screenconnect" and "GoToMyPC" to support a small percentage of our users in remote areas. It is important that we have a few options since no remote access solution is a great fit for every case.



Nasuni: All Coffman company data is held in Microsoft Azure utilizing a SAAS company called "Nasuni." This service allows all our company data to be centrally available in Azure, handling all the backend file locking so that each office can access the data like they were in the same office. In a disaster recovery (DR) situation, remote users can access all company data from any location.



JitBit: Coffman uses "JitBit" for our helpdesk system. This software easily allows us to answer tickets from anywhere. Tickets are prioritized and assigned simply by replying to the ticket in email.



Microsoft Teams

TEAMS: Microsoft "TEAMS" is the sole collaboration application at Coffman. We rolled this out November of last year, setting up a TEAMS site for every discipline. As an example, we have a as a public corporate discipline TEAM, such as "corporate electrical" and a private local discipline TEAM such as Seattle Electrical. This format allows corporate collaboration yet gives each office the autonomy to collaboration within each office. We also have office wide TEAM sites that are public so any office can be part of another office's announcements. During this time where most of the company is working from home everyone has been able to stay connected through TEAMS meetings, group chats, project TEAM sites, desktop sharing, and video conferencing. The video conference within TEAMS has also allowed us to share plan files and do needed site visits for project collaboration.



Hololens: Coffman is using Microsoft "Hololens" for some site visits using the remote assist tool from Microsoft. When we need a more robust collaborative environment, during a time when no one can travel, we are bringing people in through the Hololens to walk through an environment and layout Revit models to do real-time walkthroughs of drawing designs.



One Call Emergency Notification System: This is our system of choice for notifying the employees about any type of office impact or emergency company announcement. Through an easy to use interface we can send an email, text message, and phone call to everyone affected by the outage or DR situation. Once we submit the message, it is sent out within five minutes. The One Call admin site has great analytics that track who received the message and if any failed to reach the person by text, email, or phone call.



Ring Central: Coffman uses "Ring Central" as our primary VOIP system. This system allows us to route calls online to anyone that needs to answer phones for an office. A person can handle all front desk calls on their cell phone with an easy configuration switch within the admin console. Every desk phone in the company can be answered at someone's home office through the computer app or through their cell phone app.