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BlueSky
Powered by **Bridgepoint Technologies**

BRINGING HIGH
QUALITY AND
OVERSIGHT TO
FIELD SERVICES

Meg Toups,
Founder and CEO



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CIO TOP 10
**FIELD SERVICE
MANAGEMENT**
Review SOLUTIONS PROVIDERS 2024

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BRINGING HIGH QUALITY AND OVERSIGHT TO FIELD SERVICES

BlueSky IT Partners is transforming IT field service delivery with a pioneering five-step process that combines rigorous monitoring and hands-on management. This proprietary method guarantees that every project or dispatch receives consistent and high-quality oversight, no matter the client, location or technology involved.

The cornerstone of this strategy is a robust communication network paired with stringent accountability measures. BlueSky maintains direct contact with technicians and imposes strict penalties for uncompleted tasks, guaranteeing that each service meets high standards.

Timeliness and accuracy form the backbone of its operational ethos. Tasks are required to be completed correctly and on time, every time.

This proactive stance is crucial in helping businesses avoid the costs and operational disruption associated with the need for multiple site visits for servicing.

“Our service managers review the deliverables and images before signing out the technician. We also have a real-time ticketing system that allows customers to review their notes and data,” says Meg Toups, founder and CEO.

The five-step process sharply contrasts with traditional industry practices, where there is often little room for troubleshooting, coordination or supervision during field services. The lack of a standardized monitoring process can leave businesses uncertain about the quality of technicians’ work. BlueSky addresses this issue head-on with a repeatable method that generates consistent and reliable outcomes.

In an industry that typically relies on high dispatch volumes to drive profits, BlueSky rejects a volume-centric model in favor of a quality-focused process. It maintains the highest field service standards, even if it means taking on less business. This meticulous approach to quality has resulted in a 98 percent success rate, establishing BlueSky as a leading partner for IT field services.

**OUR
PRIMARY
GOAL IS TO
KEEP OUR
CUSTOMERS
HAPPY**

A PROVEN FIVE-STEP APPROACH TO SUCCESS

The IT field service industry is at a crossroads, and inefficiencies are draining time and money. Service delays, poor preparation and inadequate quality control lead to an average first-time work order completion rate of 70 to 75 percent, far below the 98 percent success rate achieved by BlueSky's five-step process.

It begins with thorough preparation. BlueSky's project coordinators carefully select the most qualified IT field service technicians through a rigorous vetting process. This includes in-depth interviews to verify each technician's capabilities against the required skill set. This preparation is further evident on the eve of each assignment, as coordinators brief technicians on the scope of work and the tools required for the work order.

On the day of service, a morning check-in call confirms that technicians are en route and on schedule. BlueSky enforces a policy requiring technicians to arrive 15 to 30 minutes early, mitigating potential delays and ensuring a prompt start, especially for time-sensitive tasks. This strict adherence to punctuality minimizes downtime and enhances client trust in BlueSky's commitment to timely service delivery.

Successful completion of over 60,000 work orders has given BlueSky's team an understanding of the timeframe required for each type of task. This practical experience and foresight allow for timely and effective project management and completion, as well as proactive identification and mitigation of possible obstacles, ensuring a seamless service experience for all clients.

During the job, service managers take a white-glove approach to managing each technician on-site. Throughout the work, they check in to assess task progress and address any issues that arise. This approach saves time by reducing the need for technicians to wait for customer input or for BlueSky to respond.



OUR SERVICE MANAGERS REVIEW THE DELIVERABLES AND IMAGES BEFORE SIGNING OUT THE TECHNICIAN. WE ALSO HAVE A REAL-TIME TICKETING SYSTEM THAT ALLOWS CUSTOMERS TO REVIEW THEIR NOTES AND DATA



Meg Toups,
Founder and CEO



The final and most crucial step requires technicians to check out with a service manager before leaving the site and upload all deliverables and images to a real-time ticketing portal. Service managers review these documents, and only after their approval are the technicians cleared to leave the job site. Failure to comply with this process may result in forfeiture of the field agent's pay. The director of service delivery oversees the entire process and ensures that every ticket raised is completely resolved and the client is satisfied.

As a customer-centric business, BlueSky maintains a 360-degree feedback loop. It diligently gathers data for the best business outcome, including technical scoping and process communication, and goes the extra mile to ensure the highest quality of service. A real-time client portal tracks every phase of the process with time-stamped updates.

In addition to standard field services, BlueSky offers break-fix work. It often dispatches a technician on the same day or with a guaranteed next-day arrival by 8 a.m. The pricing model is straightforward and competitive, and clients can adjust the scope of work on-site by sending a simple email or note through the client portal.

By following this process, BlueSky technicians can complete the job on their initial attempt. As Toups explains, "Our motto is 'One call. One trip. Done.'"

DELIVERING EXCEPTIONAL SERVICE

BlueSky operates with two main divisions—a field service division and a consulting arm, operating under the "Powered by Bridgepointe" brand that provides a range of ecosystem solutions, always staying at the forefront of technological advancements.

By leveraging this dual expertise and consulting and field services knowledge, BlueSky effectively manages and implements emerging technologies. This integrated approach improves the effectiveness of its fieldwork while delivering significant added value to clients. It has earned the confidence of CIOs and CISOs, who often consult the company for their *IT transformation initiatives across telecom, cloud and cybersecurity domains.*



Meg Toups,
Founder and CEO

The team operates with a daily reset philosophy and approaches each day with the goal of providing outstanding support. It holds end-of-day calls to review performance and discuss successes and areas for improvement. Lessons learned are applied to improve subsequent dispatches. This constant dialogue keeps operations aligned with clients' expectations and continuously enhances services.

"Clients hire us as an extension of their team, and we do not hesitate to absorb the cost if issues arise or a technician's performance falls short of our promised standards. We always uphold our commitment to quality," adds Toups.

BlueSky's expansive field service network spans over 168 countries and includes more than 20,000 technicians who are well-equipped to tackle various field service challenges for its diverse clientele.

A notable illustration of BlueSky's impact is its service engagement with a mid-market bank that had grown dissatisfied with its previous field service providers. The client struggled with technicians who continually missed deadlines and failed to complete tasks to standard. In search of a solution, the bank partnered with BlueSky and was introduced to the five-step field service process.

After a trial project, the client immediately recognized the difference in service quality and appreciated the technicians' high expertise and work ethic. This success culminated into a long-term partnership, and the bank has since become one of BlueSky's most enthusiastic advocates. Today, BlueSky continues to provide exceptional support, solidifying its reputation as a reliable ally in IT field service.

PASSION-DRIVEN LEADERSHIP DRIVING ORGANIZATIONAL SUCCESS

Toups is a passionate leader who is committed to her professional and personal lives. As a mother of three, she balances her career

with a love for tennis, music concerts and traveling. Over the years, her corporate journey has evolved from pursuing career milestones such as making the Inc 5000 list and being named as the "Most Influential Women in Tech" to a more reflective and fulfilling presence as a CEO.

In the early stages, Toups's go-getter personality propelled BlueSky through numerous business challenges, helping it establish its brand in a competitive market. However, she eventually realized that constant motion and a 60-hour work week were not prerequisites for great results. This shift in perception led her to appreciate small victories and be more present, transforming her leadership style. By slowing down and becoming more mindful, she enhanced her ability to support her team.

Toups' caring and passionate nature has fostered a supportive workplace culture at BlueSky, where close-knit relationships drive success. As a small, agile organization, it is free from bureaucratic red tape, with team members proactively assisting one another. Their passion for work and dedication to clients are evident in their interactions.



OUR MOTTO IS 'ONE CALL. ONE TRIP. DONE'



A core element of the culture is continuous learning and adaptability. The team eagerly embraces new technologies and methodologies, ensuring that BlueSky evolves and serves its clients better.

The executive team remains actively involved in all operations. For instance, Toups participates in complex dispatches and discusses improving customer services, operational efficiencies and automation. Her hands-on approach enables the team to refine processes based on real-time feedback, ensuring that BlueSky continues to deliver top-notch services to its clients.

Beyond her professional role, Toups is committed to charitable work and community-building efforts. BlueSky supports SIM Houston, which has raised over \$1 million for STEM initiatives and mentoring in the Houston community, in which Toups has donated over 100k. Toups has served on the SIM board for four years in several positions and finds joy in bringing people together. She also serves as an underwriter for Inspire Houston CIO/CISO and Dallas CISO, contributing to the organizations' efforts to create an environment of collaboration where business leaders share best practices, solve problems and accelerate executive learning.

Toups' journey from ambition to mindful leadership has shaped her growth and transformed BlueSky's approach to IT field services. Her passion for work is mirrored in the company's customer-centric IT field service processes, prioritizing quality, precision and client satisfaction.

As BlueSky IT Partners continues to expand, it remains focused on steady, organic growth. "We will continue growing at a reasonable pace and maintaining the quality of our services. Our primary goal is to keep our customers happy," says Toups. [CR](#)