



CASE STUDY

Corvus Construction | IT Support That's Easy to Reach When It Matters

For Corvus Construction, getting help quickly, whether through a ticket or a phone call, made a real difference. ChaceTech provided responsive support that was accessible when assistance was needed.

CLIENT: Corvus Construction



INDUSTRY: General construction / commercial & ground-up builder

LOCATION: Houston, Texas, USA

SERVICES: Tenant improvements, ground-up construction, commercial remodels & repairs

About Corvus Construction

Corvus Construction Company, Inc. is a family-owned general contractor providing interior finish and ground-up construction services throughout the greater Houston area.

The Challenge

Corvus Construction didn't deal with one type of IT issue. Some problems could be logged and handled through a ticket, while others needed immediate attention to avoid slowing down work. The frustration wasn't just delays, it was uncertainty around how quickly help could be reached when something urgent came up. They needed support that was easy to access and responsive in the moment, not buried behind the process.

The ChaceTech Solution

ChaceTech structured support around how issues actually occurred, not how a system expected them to.

ChaceTech:

- Responded quickly to ticketed requests without unnecessary waiting
- Made technicians directly reachable by phone for time-sensitive issues
- Recognized urgency and adjusted response accordingly
- Resolved issues without forcing multiple handoffs or escalations

This made support predictable and easier to rely on day to day.

THE RESULT

Corvus Construction experienced:

- Clear, dependable access to IT support through tickets or a direct call
- Faster resolution when issues required immediate attention
- Less disruption caused by waiting or uncertainty
- A support process that matched the pace and realities of construction work



What Corvus Construction Says About Working With ChaceTech

“ChaceTech is always very responsive to Computer Ticket Requests for assistance and for immediate requests they are only a call away.”

— Sidney P., Corvus Construction

