

DEDICATED SERVICES | CUSTOMER TESTIMONIAL

“The quality of work produced by MiTek Services exceeds expectations from their toughest critics: our Internal Design teams.”

DOUG SMITH - SVP Operations, Fischer Homes

SITUATION

Fischer Homes has experienced significant growth since 2015, with the company more than doubling the number of homes it builds annually to over 3,000. Fischer Homes is expanding to 12 U.S. markets, while still being able to offer a single master product catalog covering various product types, including condominiums, townhomes, entry level, move-ups, and even semi-custom luxury homes.

CHALLENGE

Doug Smith, Senior Vice President of Operations at Fischer Homes, recognized the need in their workflow for scaling the workforce to meet the company's growth. “We are a hub-and-spoke organization, so we would've had to double our office staff or put on a night shift to process more than 3,000 units a year through a single location.”

SOLUTION

Fisher Homes added two MiTek Dedicated Services team members to its staff to implement MiTek® Kova™ as the company's workflow management tool. Additionally, the dedicated MiTek team aided in the transition of Fisher Homes to MiTek® Blackpoint™ and, more recently, MiTek® Array™ for design work.

“MiTek Kova has truly been an enabler for us to have the right size team to support our operations efficiently,” Smith said.

OUTCOME

The partnership was so successful that the company restructured to embed MiTek Dedicated Services as a strategic part of its organizational structure. As Fischer Homes expanded, so did its dedicated team at MiTek, which now exceeds 12 members. “The speed of work is very measurable,” Smith said. “We're really pleased with the transparency MiTek provides us to see what

phase of the project they're on and how long it's taking. It gives us insight and visibility into managing multiple projects to on time completions. In developing new products, speed to market is critical for a company's success, so reliable project tracking and execution are fundamental metrics our team lives by, which includes our MiTek Services team.”



Location:
Erlanger, Kentucky

Company Size:
500-1,000 Employees

Founded:
1980

Are you ready to expand the capabilities of your team and grow your business?

Talk to a MiTek Representative to learn more.

1-800-325-8075

MII.COM/SERVICES