



How Colliers Gained Responsive IT Support and Smoother Project Delivery

Colliers needed a dependable IT partner for daily support and larger initiatives—and found one in Ahelio Tech.

CLIENT: Colliers



INDUSTRY: Real Estate

LOCATION: Toronto, Ontario

SERVICES: Managed IT Services, IT Consulting & Projects

Executive Summary

For Colliers, reliable IT support was essential not only for day-to-day operations but also for larger initiatives that required dependable execution. Over the past couple of years, Ahelio Tech served as a responsive, easy-to-work-with partner that took time to understand the client's needs. The result was smoother IT operations, stronger project support, and a partnership Colliers confidently recommends.

Challenges

- Colliers needed a dependable partner to handle day-to-day IT issues without creating delays or service friction.
- The team also needed support for larger IT projects and confidence that important initiatives would be carried through.
- Internal stakeholders needed an IT provider that responded quickly and understood business needs instead of offering generic support.
- Ongoing operations depended on smoother coordination across routine requests and project work over time.

Solutions

- Ongoing IT support gave Colliers a reliable resource for everyday operational needs across the organization.
- Project-based IT assistance extended that support to larger initiatives, reducing gaps between strategy and execution.
- A responsive service model improved access to help and reduced friction in the overall support experience.
- A partnership-led approach ensured recommendations and actions reflected Colliers' needs and working style.



“Ahelio Tech has been an incredible partner for us at Colliers over the past couple of years. Their team is super responsive, easy to work with, and really understands our needs. From everyday support to bigger IT projects, they always come through and make things run smoothly. We truly value the partnership and would absolutely recommend them.”

-Akeem Danny

AhelioTech's Approach

Key Actions

- Ahelio Tech supported everyday IT needs over a multi-year relationship, helping the team resolve issues as they arose.
- Their team stayed highly responsive, making it easier for Colliers to get timely help and keep work moving.
- Ahelio Tech partnered closely with stakeholders to understand priorities and align support to real business needs.
- Beyond daily support, they stepped in on larger IT projects to provide dependable execution and follow-through.

Results

- Day-to-day IT work ran more smoothly, giving the organization greater consistency in ongoing support.
- Colliers gained a trusted partner that could contribute across both routine service needs and bigger projects.
- Responsive collaboration made it easier for stakeholders to get help, move faster, and work with confidence.
- The strength of the relationship led to a clear client endorsement and a strong willingness to recommend Ahelio Tech.
- Over multiple years, the engagement built trust in Ahelio Tech as a dependable long-term IT partner.

Make IT Support Work Smarter

If you need responsive support and a dependable partner for larger IT initiatives, Ahelio Tech is ready to help.

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