



FIRM SIZE

50+

FIRM TYPE

Full-service
MEP
engineering
design &
consulting firm

FOCUS AREA

Mechanical,
electrical, &
plumbing (MEP)

TOOLS



[CASE STUDY]

From Fragmented Workflows to Strategic Enablement: Driving Efficiency and Scalability through Tailored Learning and Strategic Partnership

IMPACT



Implementation
& Setup



Support
Services



Content
Standardization



Training &
Enablement

RESULTS ACHIEVED

- ✓ Reduced Manual Processes
- ✓ Centralized Data Access
- ✓ Standardized Workflows Across Teams
- ✓ Accelerated Technology Adoption
- ✓ Reduced Rework and Errors
- ✓ Higher Team Productivity

ABOUT DIALECTIC ENGINEERING

Dialectic is a full-service mechanical, electrical and plumbing (MEP) engineering design and consulting firm licensed in all 50 states. We deliver inventive and sustainable MEP designs that fit seamlessly and invisibly into any space – and we work across a wide range of industries. Our focus on communication, quality and scheduling ensures on-time and on-budget projects for our architecture and* construction clients.

Discover how Dialectic Engineering partnered with ARKANCE to align people, processes, and technology for long-term success.

Overcoming Fragmented Workflows and Limited Support

When Dialectic Engineering's IT leadership evaluated their Autodesk environment, it became clear that their existing vendor was not delivering the level of value or guidance needed to support the business long-term. Questions went unanswered, support was reactive, and there was little effort to understand the firm's specific needs. Internally, this led to inconsistent processes, reliance on manual troubleshooting, and limited scalability across teams. Without a structured approach to training or enablement, teams lacked the resources needed to fully leverage their technology and operate efficiently.

“They are my first call every single time. They always provide me the answers I need.”

Dennis Hyre

IT Director - Dialectic Engineering

Augmenting Internal Capabilities

With deep experience across the AEC and MEP landscape, ARKANCE extended Dialectic's internal team. By bringing in specialized knowledge across roles and disciplines, ARKANCE helped fill resource gaps and provided additional support where internal capacity was limited.

Customized Learning and Knowledge Enablement

To address the lack of formal training, ARKANCE introduced Pinnacle Series LMS by Eagle Point Software. This provided Dialectic with a centralized platform for structured, on-demand learning, equipping teams with the knowledge needed to work more efficiently and consistently.



A Strategic Partner for Enablement and Growth

ARKANCE stepped in as a strategic partner, aligning with Dialectic Engineering to support long-term growth and operational success. With a focus on understanding their unique needs, ARKANCE provided a more proactive and tailored approach to technology and enablement.

Right-Sizing and Optimization

ARKANCE began by evaluating Dialectic's Autodesk environment and aligning licensing with business needs. This right-sizing effort reduced unnecessary costs while ensuring teams had access to the tools required to perform effectively.

Guided Implementation and Ongoing Support

Beyond licensing, ARKANCE provided hands-on guidance to ensure tools were installed, configured, and used correctly. When issues arose, Dialectic's team had direct access to timely, knowledgeable support, enabling faster resolution and minimizing disruption.

“ARKANCE has become my partner. I see them as a trusted advisor and a strategic partner.”

Dennis Hyre

IT Director - Dialectic Engineering

Building a Scalable Foundation for Efficiency and Performance

With the right systems, support, and learning solution in place, Dialectic Engineering transformed how teams interact with their technology. The introduction of standardized learning reduced reliance on manual troubleshooting and enabled more consistent, repeatable workflows across the organization. Teams became more effective, deliverables improved, and overall productivity increased.

“Having that [structured learning through Pinnacle Series LMS] at our fingertips and being able to leverage it to become more effective has strengthened our competitive advantage.”

Dennis Hyre

IT Director - Dialectic Engineering



Today, Dialectic operates with a more scalable and strategic approach to technology. With ARKANCE as a trusted partner, they continue to strengthen their capabilities, drive continuous improvement, and maintain a competitive edge in the MEP space.



Looking to improve efficiency and scale your operations?
**Discover how we help AEC firms align people, processes,
and technology for long-term success.**

CALL US AT
(877) 648-7223

OR

CONTACT SALES