

Case Study: Managed Services

Case Management Team



THE SELECT GROUP
MANAGED SERVICES



Screened, hired and trained an 8-person team of technical support case management specialists



Trained for technical case management across multiple customers and architectures

Our client, a leading global technology conglomerate, was seeking a partner to assume responsibility for the case management aspect of their technical support. They needed operations managers to track open service requests and ensure appropriate resource alignment throughout the issue resolution process.

Challenges

- Focusing on strategic initiatives rather than an ongoing talent search and hire process.
- Onboarding new employees into the team.
- Managing a flexible workforce.
- Avoiding co-employment risk associated with traditional staffing solutions.

Solutions

- Managed the resource identification and screening process. Hired the 8-person team through an Engagement Manager.
- Provided a client- and job-specific training manual and onboarding support, guaranteeing one week ramp-up time.
- Customized weekly, monthly and quarterly reports on each function of support deliverables. SLA performance objectives also reported monthly.

Results

- ✓ Through a Managed Service, the client could offload many of the human resource tasks associated with traditional staffing agreements.
- ✓ Our client can now adjust to changes in case volume without worry about hiring and recruiting necessary staff.