

# Case Study: Workforce Transition and Transformation Global Integrator



THE SELECT GROUP  
MANAGED SERVICES



## Client Requirements:

- Day to day management of resources
- Formulate new model driven by business shift
- Assume financial reporting responsibilities



## TSG Offerings:

- Dedicated TSG Managed Services Team
- Workforce Assessment, Transition, Transformation

Our client, one of the world's largest integrators, desired a new model for delivering an internal communications service. Opportunity to assess multiple components of the business and to optimize.

## Challenges

- Ad hoc, 1099 workforce
- Home-grown systems
- Documentation out of date
- Separation from a new division

## Solutions

- TSG providing a dedicated managed services team of key personnel to first assume day to day operations.
- New web-based resource tracking and oversight model implemented, moving away from a manual model.
- Streamlined operational rules associated with time reporting and cost assignment.
- Recommendations for future state that provide future improvements and cost savings.

## Results

- ✓ All team members operating under a consistent framework.
- ✓ Client managers now able to focus on the needs of the business versus day to day supervision of resources.
- ✓ Partnering with client on how to evolve other parts of the organization to leverage the new model.