

A support team built for growth



Reimagining IT support lifts client's ability to meet growing business demands



Financial Services



Service & Support



IT Help Desk



Windows Upgrade

BACKSTORY

In the middle of rapid product growth and several acquisitions, our client needed an IT help desk suitable for its expansion. The fast-growing insurance brokerage firm looked to TSG to transform and scale the breadth of its help desk.

SOLUTION

TSG proposed a plan to expand the team's support capabilities and took responsibility for the help desk's performance. The new TSG team transformed team processes, improved overall response times, and created a positive experience for customers.

TSG MANAGED SOLUTIONS

Solution Development

Reviewing the existing help desk model, we proposed an optimal help desk structure tailored to our client's growth to streamline incoming support requests. Our solution included a detailed resource plan, timeline, and definition of scope.

Building & Scaling Teams

As our client's market presence grew, so did the scope of TSG's solution. Responding to the project's expansion, TSG ensured the resource plan was aligned with this new growth.

Service Delivery

Working alongside our client, we integrated new processes into the help desk, increasing employee productivity and experience. By actively monitoring performance metrics and managing SLA risk, we reshaped the team's support procedures to provide a more positive and efficient experience.

Project Outcomes

As a result of TSG's full ownership and management of the help desk, our client can focus on its expansion and strategic goals.

+ 300%

increase in team productivity as measured by daily case workload

TSG's insights revealed much-needed client investment opportunities in process, policy and governance

As our client continues to acquire and expand, all new employees receive onboarding and support through this expanded help desk.