

CASE STUDY

Operational Excellence: Worked with a midsize business services company to implement a new technology platform and a number of performance enhancement efforts



The Situation

A service-focused organization with under-performing margins driven by technology and operating discipline limitations



The Challenge

Quickly transform the organization through implementation of a number of people, process, and technology enhancement initiatives



The Solution

Provided market-based product and technology development support while also implementing enterprise-wide performance management discipline



The Impact

Significant gains realized in customer (and client) satisfaction delivered at a much lower cost of service