

Telecom sourcing.



Maximized results.

BUSINESS CLIENT

A technical support function performed in-house for a telecommunications company

CHALLENGE

The company was unable to recover its costs to perform this function from clients or internal users, so it was a pure cost center. The work volume fluctuated by more than 300 percent based on the month or time of year, which made providing responsive coverage for this function extremely difficult. This led to very low client satisfaction and many complaints.

SOLUTION

PMTelco worked with the company client to develop a solution that provided it with a variable resource pool to use during peak work load times. This reduced its direct cost by 35 percent while increasing productivity by more than 30 percent.

RESULT

This solution reduced the cost associated with supporting the technical support function by 48 percent or more than \$1.5 million annually. Not only were customer complaints eliminated, but the group responsible for the technical support function has been cited as providing exemplary support.

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