



# CLIENT DELIVERY PROCESSES FEELING SQUEEZED? WE UPPED THE GAME FOR THIS TECH FIRM.

## OUR APPROACH

An initial 'discovery' piece of work highlighted key areas that needed immediate attention. Bottlenecks had become a real problem in our client's project delivery, especially when overlaid with complex service requests and changing customer volumes. We developed a bespoke toolkit to address and remove blockers - the difference was palpable. Next, we examined the end-to-end process chain to identify areas of weakness. By reducing unnecessary manual intervention and introducing 'trigger' sequencing, we simplified things still further, reducing the potential for manual error. We were also keen to introduce greater clarity around roles and responsibilities: in our experience, 'ownership' is integral to client delivery. This, combined with a streamlined project team, freed up time and resource even further, enabling the team to focus on the important job of client engagement and delivery.

## GREAT RESULTS

Our client's streamlined client delivery processes rapidly demonstrated terrific results. Overall delivery time was significantly reduced, and customer satisfaction was demonstrably higher, with an 80% uplift in NetPromoter Score®. Internally, feedback was also excellent. Communications were optimised by 30% through consolidation and centralisation; a flex bench project capacity enabled greater adaptability, and automation reduced the probability of human error by over 65%. Additionally, a commercial dashboard helped decision-makers make more informed choices with far greater ease and confidence.

Smart/tasking continues to enjoy a highly productive relationship with this client, and it's great to watch this fantastic business continue going from strength to strength!

**NEED TO INCREASE YOUR FIRM'S CLIENT DELIVERY CAPABILITY?  
TALK TO SMART/TASKING. LET'S OPTIMISE.**

## THE CLIENT

A global network of business partners who design, deploy and transform communications technologies, had outgrown their existing operating model. But it wasn't until they secured two new key client projects that they realised the extent of the issue. With resources and in-house skills stretched to capacity, communications began to break down across delivery channels, increasing the potential for human error.

**How could our client manage and scale the onboarding in order to meet clients' expectations - but without increasing headcount? Was there a way to ensure flexible, reliable on-demand resourcing in order to meet challenging workloads?**