



Case Study – Strategic Near Shore Selection and Implementation Mid Sized Tech Support Service Provider

The client is a mid sized Technical Support company with activities in the following categories:

- Baseline PC configuration
- Virus detection and resolution
- Technical Diagnosis and Repair

Business Issue

The client had established a medium sized technical support group that delivered a range of simple through to complex technical support functions to their end customers. While service delivery was satisfactory to their customers, the costs incurred to meet service levels exceeded their budget. The client wanted to identify near and offshore locations for potential relocation – in order to take advantage of labor cost differences.

Solution

C Care Solutions was asked to identify near and far shore country and city options, with a detailed analysis of the specific advantages and disadvantages to the alternative locations.

Client Value Delivered

The team delivered the following results to the client:

- A full review of their current service delivery offerings – to fully identify which business process tasks or subtasks were best suited for relocation
- A criteria to evaluate countries was developed and used to create primary and detailed filters to help define which countries, then cities were best aligned to meet the clients needs
- A detailed report ranking from best to worst alternatives
- A full implementation plan defining the complete series of tasks needed to transfer the appropriate tasks to a near shore location
- A kick off of key tasks specific to the chosen location including site visits with realtors, government officials, key suppliers and strategic partners for core employee hires