



Success Story

The Comb Group

Actionable Information, not just reports

Municipality-30,000 Citizens

This client did not have any specific operations issues in mind when they requested that The Comb Group perform an objective review of their 911 and Dispatch Operations under the Chief of Police. The City wanted to be proactive in planning for the future. The Comb Group performed an operations assessment against Best Practices and then created a migration plan to meet the Best Practices guidelines. The Comb Group interviewed staff in all shifts, interviewed city employees, the Fire Chief, Police Chief, and emergency coordinators for the city and county to identify a growth plan for the future. With the advent of VOIP, the center needed a better plan of action for meeting service requirements for citizens. The Comb Group outlined opportunities for improvement across People, Business Process, and Technology in an effort to better prepare the City in the years to come. The Comb Group identified 4 key risks to the organizations ability to deliver continued service. The Comb Group is currently working with the city to deploy enhancements and deliver communications staff training. The organization now has an operations baseline for an area that did not truly account for all operational activities. The city is much better prepared for growth in the future.

Timeline: Started and completed within 45 days

About The Comb Group

The Comb Group is an independent consulting firm. Our organization was formed on one driving notion: there is untapped potential lying within all organizations that when identified, drive significant performance improvement.

The Comb Group services help clients achieve their business goals through planning and execution of projects such as workflow diagnostics, voice over IP migration planning, call center outsourcing strategy, information technology planning, and Balanced Score Card delivery.

Why The Comb Group? Because you improve your business the same way bees make honey...one comb at a time.

The Comb Group

4100 W. El Dorado Pkwy, Suite
100 #365
McKinney, Texas 75070

Phone: 877-393-4483

Fax: 972-635-5167

E-mail:

pmiller@thecombgroup.com

Industry Experience

No consultant with The Comb Group has less than 15 years of experience in their specific area of expertise. Our practices traverse a broad array of industries including Health Care, Banking, Insurance, the Public Sector, News and Media, and Small Business.