



Success Story

State Pension Fund– 1 million plus members, \$72 billion in assets

In this engagement, The Comb Group acted upon their optimization and growth plan delivered to this client in Phase 2. The Comb Group designed a seamlessly integrated desktop application that:

- Utilized existing 3270 emulation and transformed views into graphical modes
- Tied IVR information and session status to alert alerts to review critical information with members
- Tied directly into the existing scanning solutions to provide quick search capability for complex documentation
- Provided the first version of case management for the organization
- Provided instant access by personalized search criteria for intranet required information
- Provided seamless wrap-up codes to SQL reporting systems that did not exist prior to the initiative

This seamless desktop application, upon implementation, shaved an average of 46 seconds off of every phone calls. For this call center, that created an efficiency throughput such that the existing 60 agents handled traffic that would have taken 85 agents to handle. Thus without hiring additional agents, the agency was able to handle a significant increase in traffic with the same agents.

Timeline: 9 months from design to implementation

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.

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.

The Comb Group

Actionable Information, not just reports

The Comb Group

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