



Success Story

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

As Phase 2 of an overall Benefits Services Improvement Plan delivered in Phase 1, The Comb Group designed and helped implement a new End To End Reporting Tool. This agency, like most contact centers organizations, did not have a tool that pulled together PBX, IVR, Desktop, Email, and Web transactions into a single reporting tool. This agency also did not have a tool that allowed the supervisory staff to define and track individual and team performance requirements. Finally, this agency needed a tool that tracked individual development plans and provided graphical representations of individual and peer performance.

The Comb Group

Actionable Information, not just reports

The Comb Group designed a new reporting tool that tied together all telephony and data transactions as well as departmental scorecard information into one tool. This tool now provides hourly, daily, monthly, quarterly, annual data from an individual, team, and departmental basis for performance reporting. All views of employee performance are included: Human Behaviors, Competencies, Statistics, and Team Participation. In my coaching session, a supervisor can address all aspects of performance without the tedious preparation time normally associated with coaching and performance management.

Timeline: 9 months from functional requirements 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.

The Comb Group

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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.