



# Success Story

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

As a Phase 2 component of an overall 4 phase optimization and alignment initiative for their Benefit Services Department, The Comb Group was selected to design, develop, and project manager the selection process for a Speech Enabled Voice Response System. The Comb Group identified key functional requirements, created detailed vendor questionnaires, and facilitated the selection process. Because The Comb Group has integration and development experience in multiple self service application platforms, this client would state that without The Comb Group, they would have most likely purchased the wrong system, got caught up in the maze of bells and whistles, lost track of core functionality needed, and purchased more features that were necessary.

The Comb Group facilitated a lengthy vendor evaluation and selection process. In the end, this client saved over \$225,000 in annual fees due to unnecessary features and maintenance services. Because The Comb Group wrote the RFP, the agency legal and purchasing staff was able to expedite the purchasing process by more than 4 months..

Timeline: 4 months from RFP creation to vendor selection.

## The Comb Group

*Actionable Information, not just reports*

### 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.