



# 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 I. The Comb Group conducted an RFP process to assist the client in selecting a new IVR platform. Then, once the vendor was selected, The Comb Group designed, provided voice interactive design (VUI) details, coded, and implemented the new Interactive Voice Response System with Speechworks. The Comb Group lead the customer through design, implementation, customer acceptance, and usability testing.

Since implementation, more customers utilize the portions of the systems that were in question before thus defining the application as a success. The next stage of development will include voice printing so that the use of PIN's is not necessary. Web interactions and EFAQ are in the process of implementation at this time.

Timeline: 12 months from product selection to production implementation.

## 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.