



Success Story

National Health Care Provider

The Comb Group was selected to design and develop a performance management system for this insurance organization's contact center. This contact center has over 700 employees in multiple locations. This client needed an integrated performance management system that functioned with their existing telecommunications and data reporting systems.

The Comb Group worked alongside the client to: define functional requirements, complete detail design of a .net, ASP application, coding and implementation of the application along side user and acceptance testing. The Comb Group designed and developed the application in less than 5 months. The application contains more than 50 forms and 15 databases. The Comb Group provided all resources from database design to application development and hosting.

To date, the application has resulted in service level improvements of 11% for this department. The Comb Group assumes all responsibility for hosting, help desk support, and application maintenance including feature enhancements.

Timeline: 5 months from functional requirements to application 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.

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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.