



Success Story

A National Media Organization-Over a Million Subscribers

In Phase 2 of an overall service improvement program, The Comb Group was asked to assist the call center manager with implementation of a true contact center operations model including employee incentive and recognition programs. In addition, The Comb Group was asked to perform a workflow study of all processes within the service center and all interfacing departments. Through this effort, The Comb Group identified a number of areas in which service levels were eroding due to poor business processes and the lack of coordination between departments. In most instances, recommendations were identified, implemented, and improvements immediately recognized.

The Comb Group

Actionable Information, not just reports

The Comb Group acted as the department's advisor to assess current incentive and service programs. Through this effort, the existing call center manager was given the opportunity to improve service levels and employee retention without the need for major departmental changes. Ultimately, The Comb Group acted in the role of Call Center Manager for a period of 6 months while the organization transitioned to a new form of contact center service. During this period, a new operations model and employee expectations model was designed and implementation by The Comb Group. The organization is still operating under that infrastructure today.

Timeline: 4 weeks from project initiation to report delivery.

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.