



Success Story

Small Business Contact Center Outsourcer

As a result of Phase I Optimization and Growth Planning efforts, The Comb Group was selected to produce and manage the vendor selection process for an inbound contact routing and outbound routing application. The Comb Group designed and developed a concise request for proposal using our proprietary vendor questionnaire process. This process ensures that vendors do not “mask” answers to specific questions. Our RFP and selection process ensures that our clients purchase systems based on “must have functionality” not “bells and whistles”. In addition, by having The Comb Group as a part of the selection team, this client was able to uncover several “hidden” invoice line items on vendor proposals. . Once the product was selected and contract initiated, this client estimates that Comb Group services helped them save of \$65,000 in unnecessary add-ons and professional service charges.

Timeline: 5 weeks from RFP design, development, to completed product selection process.

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.

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.

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