

CASE STUDY

ELEVATING OPERATIONAL PROCESSES IN HIGH-TECH

HOW WE OPTIMIZED OPERATIONAL PROCESSES FOR A MARKET LEADER IN HIGH-TECH

Our Partnership

Our client is a **US-based global leader** in providing HR services with **25+ years** of expertise, trusted by Fortune 500 companies in their respective industries.



Challenges

- **Establishing** a strong presence across the EU.
- Providing **multilingual** support for diverse markets.
- **Accuracy** of processes such as implementations and verifications
- Ensuring **flexibility, agility, and high-quality** standards amidst rapid growth.

Our Solution

- **Scaled** a team from 0 to **200 people** in **16 months**.
- **LOBs** increased from **2 to 14** across languages including Arabic, Eastern EU, and Asian markets.
- **Supporting key LOBs** such as Verifications, Implementation, Adjudication, Criminal Checks, Customer Support, Account Care, Document Collection and others
- Developed **customized training programs** to support the onboarding process.
- Cross-trained **3 teams on 3 platforms**, cutting training time from 1 month to 1 week.
- Implemented an **automated cross-check system** to support a wide range of services including verifications, onboarding, adjudication, and more.

Results and Impact

96%+
AVG.
QUALITY

OF INTERACTIONS
(10% OVER INDUSTRY
AVERAGE)

3
WEEKS
REDUCTION

OF NEW JOINER
ONBOARDING (FROM
1 MONTH TO 1 WEEK)

25%
INCREASE

ABOVE THE TARGET
FOR SUPPORT TEAM
PRODUCTIVITY

99.9%

VERIFICATION
ACCURACY FOR
2024