

## Case Study – Improving the performance of the service delivery team

### **The Company**

A business only IT Communications provider with over 15 year's experience. Delivering high availability, low latency business grade IT communications that support robust internet and inter-site applications.

### **The Business Challenge**



Growth and success in supporting a growing customer base and acquiring larger projects was putting strain on the engineering teams. The practice process and procedure being used by the engineering line management team wasn't scalable and communication with the sales team was weakened by the increase in workload. It was essential that larger projects were delivered in a timely and cost effective way and that every customer's journey through the service delivery process was smooth and effective.

### **The Solution**

Following a brief period of discovery and an investigation into customer feedback, Andante assisted the engineering management team by providing new tools and templates for resource management and planning. A complete review of work practices and performance measurement identified some key changes required to work instructions, practice and procedure. Andante also identified and recommended significant changes to the back office systems.

Through the use of more effective time management costs were reduced and several initiatives were implemented that had a direct and positive effect on the bottom line. Andante also identified several alternate methods of acquiring extra resource at peak times and assisted with the review of external supplier activity.

The engineering line managers job description was reviewed and amended to reflect today's requirements. On the job training and mentoring were provided. A series of internal reviews and conference calls were established to ensure inter team communication was effective and the management of the communication with the customer and the sales teams were significantly improved.

### **The Benefits**

Jim Rattray CNE manager said:-

*"With help from Andante the CNE team's practices and processes have been analysed, measured and improved greatly. Rather than being an engineer leading a team of engineers I am now managing the team of engineers. Having an outsider view the business to recommend changes to practice and process and help implement them was a breath of fresh air."*

### **The Andante Mission**

Our professional advisors are committed to enhancing your customer's journey through, your people, your processes and your systems. This is achieved by providing you with best practice, managing change and delivering practical and effective assistance. We have reduced costs, motivated teams and assisted many companies like yours to acquire incremental business, retain customers and lock out the competition.  
**"Independent, objective, Advice"**

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