



## **MANAGED SERVICE PROVIDER INDUSTRY CASE STUDY SUMMARY**

**January 2018**

**Emerging Global Services (EGS) implements a flexible weekend and overnight staffing model, resulting in significant cost savings of 30% or more.**

*The EGS staffing model is designed to be flexible for our clients, allowing them to leverage our highly skilled and trained I.T. professionals, to supplement their internal staffing needs quickly and cost-effectively.*

### **The Challenge.**

Help a growing Information Technology (I.T.) Managed Service Provider reduce its cost to deliver customer support, and improve its customer support offerings, by leveraging highly skilled, low cost labor nearshore in Sonora, Mexico. (Skilled, labor arbitrage).

### **The Solution.**

Contract with an experienced (I.T. industry) call-center provider (Emerging Global Services) located in Hermosillo, Sonora, Mexico (Nearshore) where high quality, English speaking labor is widely available

at significantly less cost than in the U.S.A. The labor is exceptional when compared to call-center employees in the U.S. For example, almost all EGS employees have two or four-year college degrees which is not common in the U.S. market. In addition, most EGS employees have either lived in, or regularly visit, the U.S. Lastly, EGS employees are highly trained on a daily, weekly, and monthly schedule, creating a more efficient labor force at less cost than in the U.S. EGS agents have exceptional I.T. skills due to a number of technology focused colleges and universities in the region.

### **The Results.**

- Reduced total cost to serve by 30%.
- Improved Customer Service by cost effectively expanding weekend and overnight customer support hours, improving service levels for our client and allowing them to diversify and expand their competitiveness in a crowded market of I.T. and technical support.

### **More about EGS.**

Emerging Global Services, LLC (EGS), based in Phoenix, Arizona, USA is a Business Process Outsourcing (BPO) provider delivering innovative technology and labor services from emerging markets worldwide (USA, Mexico, Africa). The EGS solution delivers cost savings by leveraging our high quality, lower cost of labor and technology solutions, for any Managed Service provider, serving companies in the I.T. Services, Hosting and Networking sector.

Technology service providers, such as any company in the Managed Services sector, require highly skilled and trained labor, as well as a multi-channel customer communications strategy when it comes to support. While voice-related service is a common channel of Technical Support, customers using SaaS, Web and Mobile applications prefer instant access to Chat, Text, Email and even Video within the application itself, or from Social Media pages and traditional Web and Mobile interfaces. EGS delivers cloud-based multi-channel solutions that fully integrate with most applications on the market, delivering a 360-degree view of your customers activity via robust reporting, Artificial Intelligence (A.I.) and data analytics, all in real time.

Learn more about EGS here: [www.emergingglobal.com](http://www.emergingglobal.com)