Case Management Escalation Support

Seamless outsourced case management escalation support for one of the largest global technology and software development companies.

At a glance

The client required outsourced case management escalation support for their leading cloud productivity platform and their laptop, tablet, and notebook devices for their customers globally.

Key metrics

The project team achieved milestones and deliverables with innovative solutions that exceeded client expectations, leading to an extension of the project as an ongoing service.

Management Team & 12 Cloud Support Engineering Resources

Multi-year engagement, Spanning 3+ Years

CHALLENGES ⌄

The client faced a challenge scaling to the rising volume of support cases escalated from Tier-1 and Tier-2 support teams due to insufficient FTE resources and expertise.

SOLUTIONS ⌄

Collaborated with the client on challenges and gaps, and provided comprehensive escalation support with the following services.

Global Support Escalation & Case Resolution

Global Bug Triage

Supplier Process Support

Frontline Escalation Team Leadership

Change Request Review & Communication Management

Business Relationship Management

BENEFITS ⌄

1 **Accelerated Resolutions**
Multi-channel case management support via various for complaints on the platform and devices. This resulted in proactive and speedy resolution to issues.

2 **Seamless Partnership with Client Stakeholders**
Established and maintained working relationships with support partners, internal support delivery teams, and partner with executive management for seamless collaboration and exceeding SLA metrics.

3 **Continued Support, Learning, & Knowledge Transfer**
Optimized escalation dispatch & tracking, co-defining priorities with clients. Bridged onboarding & learning through needs assessment, training builds, & curriculum design.

RELEADY
Innovative Strategies, Creative Minds