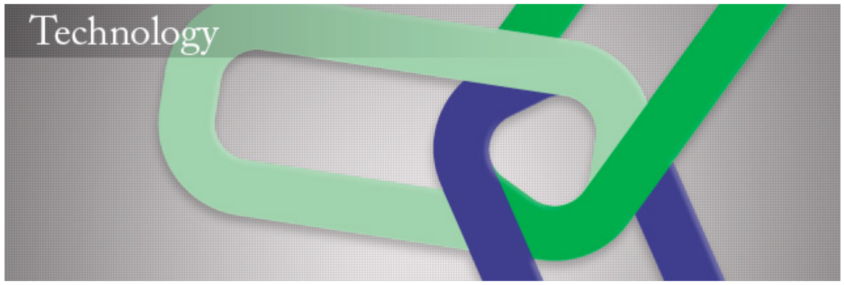
CASE STUDY



Company Insources Technology Operations and Gains 40% in Operating Margin

Data management company increases operating margin and improves customer satisfaction

Problem: An online data management company had been outsourcing technology operations to a 3rd party. Customer satisfaction had eroded due to sub-par service levels and end-user support provided by the 3rd party. Profit margins were collapsing as 3rd party fees increased even as refunds to irate customers for poor service grew.

Solution: Progility Partners built a financial model to determine costs for transitioning technology operations in house, a project plan to effectively manage the transition, and provided leadership to oversee the entire transition. Progility Partners also instituted and continues to lead regular Technology Operations status meetings where key technology operations metrics are reviewed, customer issues are tracked, service levels are monitored, and project plans are vetted.

Result: In 90 days, technology operations were efficiently and successfully transitioned in house resulting in a 40% increase in operating margin. Service levels and customer satisfaction improved dramatically, and executive management has much better control and visibility to effectively manage and scale the business.

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