

IT Staff Augmentation for IT Services Provider

PROJECT DETAILS

 IT Staff Augmentation

 Jun. 2020 - Jun. 2024

 \$200,000 to \$999,999



"They truly function like a partner."

PROJECT SUMMARY

Towa - Nearshore Software Excellence provided IT staff augmentation services to an IT services provider. The team deployed resources to assist the client with their tier 1 help desk offering.

PROJECT FEEDBACK

Towa - Nearshore Software Excellence's assistance helped the client's help desk services receive a rating of 4.8 out of five stars from end customers. The team listens intently to understand the client's requests and responds promptly. They also communicate well through online meetings.



The Client

Please describe your company and position.

I am the President and COO of ProCern Technology Solutions

Describe what your company does in a single sentence.

IT services. Full service MSP and MSSP



David Ferguson
President & COO, ProCern
Technology Solutions



Information technology



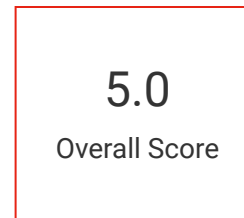
Broomfield, Colorado

The Challenge

What specific goals or objectives did you hire Towa - Nearshore Software Excellence to accomplish?

Resources for Helpdesk

CLIENT RATING



Quality: 5.0



Schedule: 5.0



Cost: 4.5



Would Refer: 5.0



The Approach

How did you find Towa - Nearshore Software Excellence?

Referral

Why did you select Towa - Nearshore Software Excellence over others?

Referred to me

How many teammates from Towa - Nearshore Software Excellence were assigned to this project?

12plus

Describe the scope of work in detail. Please include a summary of key deliverables.

Resources to staff and deliver our Tler 1 helpdesk offering.

The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

With our customers we have a 4.8 out of 5 star rating for our helpdesk services.

Describe their project management. Did they deliver items on time? How did they respond to your needs?

Project lead is always responsive and listens to make sure he understand our ask.

What was your primary form of communication with Towa - Nearshore Software Excellence?



Virtual Meeting

What did you find most impressive or unique about this company?

They truly function like a partner.

Are there any areas for improvement or something Towa - Nearshore Software Excellence could have done differently?

Nothing comes to mind

