

Collaborative Posture Drives Service & Revenue Gains

Client Engagement Outcomes for a Premier Travel Organization

Problem.

The client's small IT support team lost two key infrastructure administrators and suddenly had no internal expertise to manage their growing network. The client brought in an infrastructure vendor who quickly architected a solution to solve their immediate wireless network needs and provided basic ongoing support.

However, the delivery team and the client's IT team struggled to remain in sync and both groups were unhappy with the relationship. The client's leadership locked the budget and was adamant there would be no further support purchases.

The client and the vendor were at an impasse, and no one was positioned to succeed.

Solution.

The vendor solicited and introduced the client engagement program and with systematic methodologies the client engagement executive (CEE) created a collaborative, transparent, and measured approach for the teams to work in successful partnership.

The CEE arranged an in-person team discussion to openly share concerns, and to map a continuous improvement program which both the client and the vendor could support. Through weekly objective progress reviews, the team's gained mutual trust.

The CEE facilitated the **Strategic Client Workshop** with the client's executive leadership and team, where an interactive view of the business priorities, obstacles, and target goals were discussed. From the workshop a Customer Success Plan was created, with KPIs to measure progress.

Outcome.

The client now viewed the vendor as an indispensable collaborative partner, and they increased the vendor's services significantly.

Through the client engagement program, deep trust was gained between the client and the vendor's team; they were aligned partners working toward the agreed upon Customer Success Plan.

The Customer Success Plan KPIs were the North Star, and quarterly business reviews were strategic and value oriented for the client.

The network was strengthened, and the small internal team benefited from the vendor's expertise through training and collaborative support.

245%

Service Increase

Situation: Zero budget for new services at a premier travel organization.

Outcome: Unique value demonstrated to team. Budget for increased services found.