

# Shore Group Associates Case Study: Transition of IT Team



## Solutions Used

- Transition from previous partner to Shore
- Retain knowledge and minimize disruption to partner and their clients during transition
- Stabilize team and establish foundation to support future growth / expansion.

## SUMMARY

A global call center company was unhappy with existing offshore IT operations partner. Shore was able to create a solution that was turn-key, gave the client transparency and by using an onshore project manager, able to bridge all existing issues.

## PROBLEM

- Culture – low employee satisfaction and engagement
- Turnover – high staff attrition rate
- Transparency – limited visibility into day-to-day productivity; no visibility into admin/ops
- Local oversight was non-existent and quality of work product degrading

## IMPLEMENTATION

- Project management briefing calls (2x/wk during transition; 2x/month ongoing)
- 95% of team retained during relocation
- Integrated into Shore activities (brown bag lunches, cricket team, skills training)
- Established Shore management oversight
- Migrated administrative tasks (staffing; process documentation) from company to Shore
- Provided full transparency into policies and procedures (performance ratings and reviews; career development programs, local regulations (taxes, benefits))

## RESULTS

- Staff satisfaction at all-time high and turnover eliminated
- Seamless event for partner's clients
- Added new roles to team
- Initial commercial agreement renewed/extended

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