

CASE STUDY

Boosting Outcomes & The Bottom Line During a Market Downturn

Assure360 is a provider of mortgage default processing services to law firms. With changing markets, the company needed to find more cost-effective IT development and customer service support, as well as a renewed focus and retention for its internal team.

The Need

After a downturn in the foreclosure market, Assure360 saw reduced revenue and significant turnover among staff. Looking to outsource maintenance and support, the company turned to 247Hire to put together an experienced offshore team which would lower costs, improve service delivery and increase satisfaction for internal team members and customers.

The Challenges

- ✓ **Costs**
Reduced revenue created pressure to cut costs
- ✓ **Delivery**
A need to maintain service without additional overhead
- ✓ **Focus**
Freeing up internal staff for high-impact projects
- ✓ **Retention**
Improving satisfaction for customers and team members

The Solution

With 247Hire, Assure360 was able to utilize an offshore team quickly and effectively. 247Hire brought together six .NET developers, a Crystal Reports developer, a SharePoint developer, two QAs and one SQL DBA to support Assure360's business goals with reduced labor costs.

- 01 Outsourcing development and support:**
Assure360 engaged 247Hire to form an offshore team to provide ongoing maintenance and support to its existing customers and assist with new product development.
- 02 Alignment between teams:**
Daily stand-up meetings with the Assure360 team boosted alignment and effective communication.
- 03 Effective talent utilization:**
With 247Hire, Assure360's IT staff was able to outsource maintenance work with confidence, and focus instead on high-value activities.

The Impact

With 247Hire, Assure360 benefitted from flexible application maintenance, assistance with new product development and scalable customer support. A full knowledge transfer was completed in the first four weeks, with daily stand-ups to improve communication and transparency.

Together with 247Hire, Assure360 improved application maintenance and customer satisfaction. The company was able to free up internal team members to focus on more exciting, high-ROI projects. This in turn improved job satisfaction for IT staff whose talents were utilized more effectively in other areas.

Assure360 was able to achieve its goal of reduced labor costs without any interruptions or loss of quality. Outsourcing work to a proven offshore partner enhanced service delivery, while also boosting team morale and the bottom line.

Within three months, 247Hire's offshore support team was providing better service than the client's domestic staff, according to Assure360's CIO.

247Hire's emphasis on training, onsite engagement managers and quality assurance ensures consistent service delivery so teams can outsource with confidence.

11

OFFSHORE TEAM MEMBERS

4

WEEK KNOWLEDGE TRANSFER

3

MONTHS TO OUTPACE DOMESTIC TEAMS

The Pressure Is Off

At 247Hire, our mission is simple: empower you to achieve more.

Contact us today at sales@247hire.com or [630-686-0100](tel:630-686-0100) to fast-track your success.