



HEALTHCARE INDUSTRY FORMS GLOBAL SUPPORT TEAM

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Company Profile:

The client is a global healthcare leader with a revenue of over \$200 million.

Challenge:

The client needed a 24/7 technical team to support their web-based application. The team must meet budget requirements and should consist of .NET developers, webmasters and business analysts.

Solution:

The healthcare service provider embarked upon a novel support system when they chose to expand across the country and hence reached out to us. AMBC hired a team of potential .NET developers, webmasters and business analysts, handling both EST and IST time zone.

AMBC partnered with the client to set up a new service desk and provided a team of four contract professionals to staff the 24/7 global service desk. AMBC also engaged a service desk manager to coordinate the individuals working across three different shifts.

AMBC's onshore and offshore team assessed the candidates using our 360-degree evaluation process and narrowed down the best of the resources to support 24/7 working in shifts. Thus, a customized technical support team was formed in a brief period and within the budget.

Benefits:

The client achieved the critical milestones for workforce planning and performance management, with the help of technical support team who worked in both EST and IST time zone. This was possible with the support of AMBC's offshore and onshore team.

