ACADEMY

Create a lasting legacy of support skills and knowledge to exploit

Service Overview

The Support to Win Academy service can build lasting value for your business by upskilling your people and instituting processes that mean you can develop your own support organisation over time.

We put our Academy service to work on a strictly bespoke basis in response to your unique requirements, the value you need and your target timescales. Proven templates for service excellence and knowledge sharing are ready to roll out, with the added flexibility to wrap around new services and capabilities to fit your needs.

The ultimate aim is to support your self-sufficiency over a defined transitionary period, helping you achieve your short and long-term business goals.

Features

- Consultative engagement that addresses your business and technology objectives
- Transitionary period from outsourced to insourced services as per unique requirements
- Structured knowledge transfer and creation of robust service and support processes
- Upskilling of staff at all levels (from agents to help desk managers and project leaders)
- Mentoring and support with candidate selection and onboarding
- Strategic solution design

Benefits

- Create your own professional services and support capability by learning from the best
- Shift cost base from external to internal with complete predictability
- Develop at your own pace in line with business objectives and market change
- Scale-up internal capabilities and skills without disrupting your customers' experience
- Flexibly augment your internal capabilities as project needs dictate
- Minimise risk with the ability to 'fall-back' onto Support to Win at any point during transition process