

CASE STUDY

Industry: IT / Unified Communications / VoIP

COMPANY DESCRIPTION



S-NET Communications simplifies business communications to provide companies with a full suite of cloud-based business solutions, from Cloud Phone Systems and Cloud Call Centers to SD-WAN, SharePoint Cloud Migration, Fiber Optic Connectivity and beyond. Since its founding, S-NET Communications has added tens of thousands of subscribers to its cloud communications platform and has built a strong, global customer base.

Defined by high-quality customer service and precise attention to detail, S-NET is one of Chicago's leading cloud solution providers.

BUSINESS CHALLENGE

S-NET Communications built a work from home team up over seven years, who was all working out of the personal residence of their team lead. However, after growing to around 8 FTEs, they needed to find a professional, more enterprise-grade solution. Their Team Leader was tasked by S-Net Executives to find an office for their work from home team. After looking at a number of outsourcing services providers, and visiting their offices, Ron ultimately selected STAFFVIRTUAL as their new home. Hiring in Chicago is extremely costly. In addition, employee attribution is extremely high for these types of roles in the United States.

OUR SOLUTION

STAFFVIRTUAL built out a world-class TS Help Desk for S-Net Communications that deftly handle technical support tickets across multiple channels. We migrated their team over to our payroll systems a few days later, and now the team enjoys great benefits and sense of job security. The team continues to support their exponential growth in customers, expertly handling thousands of technical support tickets per month. The team consists of System Administrators, Network Administrators, Network Engineers, Server Engineers, Data Center Engineers, Technical Support Reps, and many other IT roles. We are also beginning to build a dedicated inside sales team to generate leads and new customers, driving top line growth.

CONCLUSION

S-Net Communications has successfully outsourced their Level 1 and Level 2 TS to STAFFVIRTUAL, who operates their IT Help Desk 24/7. New hires are recruited in 2-3 weeks, trained and deployed as quickly as possible. S-Net Communications has enjoyed an end-to-end technical support outsourcing solution. We remain 100% committed than ever to helping S-Net Communications continue on their meteoric growth trajectory. We are passionate about providing S-Net Communications' loyal customers amazing technical support experiences, and because our office never closes, we can interact with their demanding customers 24/7/365. Having a dedicated IT team in the Philippines has been priceless for S-Net Communications. The partnership continues to grow and evolve to this day.