

Surviving the Recession by Cutting Costs without Affecting Customer Service Levels

Topics/Goals:

- Keeping remote workers still engaged
- Transitioning from break/fix to MS project based
- Grow remote vs. break/fix
- Move 1st level to NOC?
- Monitoring productivity, reducing benefits?
- Expecting more for less without burnout?
- Keeping Moral with employees/cutting benefits
- Onboarding IT hires, customer protection/Data
- Creating optimal staffing mix (skills)?
- Geo grouped helpdesk efficiencies?
- Increase techs productivity/skills?
- Training Techs/Skills?
- Attract talent

Challenges:

- Employee Moral
 - o How to keep staff calm/motivated during storm?
 - o Matching skillsets to resource needs?
 - o How do I deliver bad news to employees?
 - o How do I maintain morale?
- Cost Containment/Pushed from Customer
 - o How do I cut cost & pass this on to customers, yet maintaining customer service levels?
 - o How do I rescope to meet a new funding level by customer?
 - o How do I know when I have to let a customer go?
- Opportunity Ranking/Business Development
 - o How do I manage staff/rank all new opportunities?
 - o How do I maintain for today while taking advantage of opportunities?
 - o How do I adjust internal processes to adapt (billing, cycle, ect.)

Cuts:

- Rates/allocations
- Decrease retail space
- Outsource L.E. (venture tech)
- 1nService
- Rev/Non-Rev
- Downtime – CIRT
- Apprentice: \$30K Year
- Hiring in Sales
- Outsource HR
- 401K Fees
- Insurance
- In-house “Lunch & Learns”
- Stress Management

Non-Cuts:

- Incentive Pay
- Over time – training online

- Health Insurance
- SEO
- External Marketing

Solutions:

- Employee Morale:
 - o Create incentive plan for whole company based on business goals (annualized quarterly)
 - o Greater employee involvement/transparency of business issues/challenges
 - o Promote good news to give hope – incentives
 - o Buy gift cards for lunch, etc. (recognition program)
 - o Giving techs unused computers/equipment from home use
 - o Give training opportunities
 - o Wii Party
 - o Overtime/incentive pay
 - o Healthcare
- ***Sacred: no cutting overtime/incentive/healthcare!
- Cost Containment:
 - o Referral program for new BR.
 - o Manage staffing requirements
 - More entry level (low cost) with opportunity to grow
 - Create a career path
 - o Incent employees for cost cutting ideas
 - o Temporary to full time
 - o Tie lowered rates to customer's performance
 - So low money is not maintained
- Other
 - o Health & Wellness cutting
 - o MDF/incentive programs – less available/more \$?
 - o Increased online marketing
 - o SEO/Management tools
 - o Vendor programs
 - o Public data services
 - o Referral Programs
 - o Incentives around billable hours to increase production
 - o Utilize stimulus package
 - o Hire generalists vs. specialists
 - o Hire specialized skill sets vs. generalized
 - o Measure and incent greater efficiencies (time to bill, etc..)
 - o Rely on 1st level service to Triage and Parts Control
 - o Leverage outsourced service model on temps.
 - o Weekly review of best practices
 - o Measure customer satisfaction (service 800, survey monthly)
 - o Create Team Culture/Rewards/Recognition
 - o Provide training opportunities for Techs/Incentives

Key CompTIA Learning

- Workshops/webinars on “Recession Management Techniques”