



PROFESSIONAL SERVICES CASE STUDY

Accelerating Project Success through On-Demand SME Support



Objectives

The customer, a long-standing large-scale MSP with MSP Square, required Subject Matter Experts (SMEs) to seamlessly onboard its customers environment into the support ecosystem as part of a new customer engagement process.



Challenges

Time-Sensitive Project: Customer had a pressing project deadline and lacked in-house expertise to address specific technical complexities.

Budget Constraints: Hiring full-time specialists for a short-term project wasn't feasible due to budget limitations.



Solution

MSP Square's provision of on-demand Subject Matter Expert (SME) support facilitated the successful and timely completion of a critical project

IMPLEMENTATION

Identifying Needs: MSP Square conducted a thorough assessment of customers requirements and identified the specific technical expertise required for the project.

Engaging SMEs: MSP Square swiftly provided on-demand SMEs specializing in the required technology stack to collaborate with customers team.

Task Execution: The SMEs seamlessly integrated into customers workflow, providing targeted support, guidance, and technical solutions crucial for project success

RESULTS

Swift Project Delivery: With the expertise of MSP Square's SMEs, customer met its project deadline, ensuring timely deliverables and client satisfaction.

Cost Efficiency: Engaging on-demand SMEs proved to be more cost-effective than hiring full-time specialists, optimizing budget allocation.

Enhanced Quality: MSP Square's SMEs brought in-depth knowledge and best practices, elevating the project's quality and ensuring robust solutions.

Knowledge Transfer: Through collaboration, the in-house team of customer gained valuable insights and skills from the SMEs, enhancing their capabilities.