



CASE STUDY | BUILDING CUSTOM SUPPORT TEAMS FOR AN IT MANAGED SERVICE PROVIDER HOLDING COMPANY



CLIENT OVERVIEW

An IT managed service provider (MSP) holding company with a portfolio of over 100 companies faced the challenge of providing tailored support solutions to meet the unique needs of each business. The portfolio companies spanned various industries, each requiring specific IT and operational support to maintain optimal performance and business continuity.



CHALLENGES

Diverse Support Needs: Each portfolio company had different operational requirements, ranging from help desk support to network management and cybersecurity, making it difficult to standardize support services.

Cost Constraints: Staffing IT professionals locally in the U.S. was expensive, especially given the wide variety of specialized skills required by the portfolio companies.

Need for Quick Hiring: The holding company needed to scale its support teams quickly to meet the needs of its growing portfolio while maintaining a high level of service quality.

Business Continuity: The portfolio companies required continuous operational support, with a focus on resilience across different geographies and time zones.

SOLUTION: PARTNERING WITH CONNEXT GLOBAL SOLUTIONS

To address these challenges, the MSP holding company partnered with Connex Global Solutions to build custom support teams in the Philippines and Colombia. This partnership enabled each portfolio company to tailor its staffing needs, hire quickly, and save on labor costs while ensuring continuous, high-quality support.

1. Custom Teams Tailored to Each Portfolio Company

Connex provided a flexible model that allowed each of the holding company's portfolio businesses to design and build their own dedicated support teams.

Tailored Solutions: Whether a company needed help desk agents, network administrators, or cybersecurity specialists, Connex worked closely with each portfolio company to understand its specific challenges and provide custom-built teams with the required skill sets.

Localized Expertise: Teams in the Philippines and Colombia were specifically trained to address the diverse needs of different industries, from tech startups to established IT service providers, ensuring each company received the right support for its operations.



2. Cost Savings of Up to 70%

By building teams in the Philippines and Colombia, the MSP holding company was able to save up to 70% on labor costs compared to hiring locally in the U.S.

Significant Cost Reductions: The lower cost of living in these countries allowed the holding company to access high-quality talent at a fraction of the cost, helping each portfolio company optimize its budget while still receiving top-notch support.

Competitive Salaries for Offshore Teams: Connex ensured competitive local compensation, creating an environment that attracted and retained top talent, thereby maintaining high levels of job satisfaction and performance.



3. Rapid Hiring and Scalability



Connex provided a streamlined recruitment process that enabled the MSP holding company to build and scale teams quickly, keeping pace with the needs of its expanding portfolio.

Fast Hiring Process: Connex's talent pool allowed for rapid identification and hiring of qualified candidates, reducing the time needed to onboard new team members and ensure portfolio companies received immediate support.

Scalability: As portfolio companies grew, Connex offered the flexibility to quickly scale teams up or down, ensuring they could adapt to changing demands without sacrificing efficiency.

4. Business Continuity Across Geographies

With support teams based in both the Philippines and Colombia, Connext helped the MSP holding company ensure business continuity for its portfolio companies, providing around-the-clock coverage across different time zones.

Geographic Redundancy: By leveraging teams in multiple countries, the portfolio companies had support in place to mitigate risks associated with disruptions, such as natural disasters or regional outages.

24/7 Operations: The offshore teams provided continuous support, ensuring critical IT functions remained operational at all times, regardless of time zone differences or external challenges.



RESULTS

70% Cost Savings: By leveraging Connex's teams in the Philippines and Colombia, the MSP holding company and its portfolio businesses achieved significant labor cost savings, freeing up resources for reinvestment in core business areas.

Tailored IT Support: Each portfolio company received custom-built support teams that were designed to meet their specific operational needs, resulting in more efficient IT management and improved service delivery.

Rapid Scaling: The ability to quickly hire and scale teams allowed the MSP holding company to keep pace with its growing portfolio while maintaining high standards of IT support.

Enhanced Business Continuity: With teams spread across different geographies, the portfolio companies enjoyed uninterrupted IT support, minimizing risks and ensuring operational resilience.

CONCLUSION

Connex Global Solutions provided the MSP holding company with a scalable and flexible solution for building custom support teams tailored to the unique needs of its portfolio companies. By leveraging talent in the Philippines and Colombia, the portfolio businesses were able to hire quickly, save up to 70% on labor costs, and ensure business continuity across multiple geographies. This partnership enabled the MSP holding company to continue its growth while maintaining high levels of operational support for its diverse portfolio.



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