



# CASE STUDY | SCALING A RECORDS RETRIEVAL COMPANY WITH A CUSTOM OFFSHORE TEAM



# CLIENT OVERVIEW

A records retrieval company specializing in collecting and organizing critical documents for legal, insurance, and medical clients was facing difficulties scaling its operations to meet increasing client demands. As the volume of requests grew, the company needed a cost-effective solution to rapidly expand its workforce while maintaining high levels of accuracy and efficiency.



## CHALLENGES

**Scalability Issues:** The company struggled to hire and train local records retrieval specialists fast enough to handle the growing number of client requests.

**Cost Pressures:** Expanding the team locally in the U.S. was expensive, and the company needed a more affordable option to scale effectively.

**Meeting Client Demands:** With rising client expectations, there was pressure to retrieve and process records more quickly while maintaining accuracy, putting strain on the existing team.

# SOLUTION: PARTNERING WITH CONNEXT GLOBAL SOLUTIONS

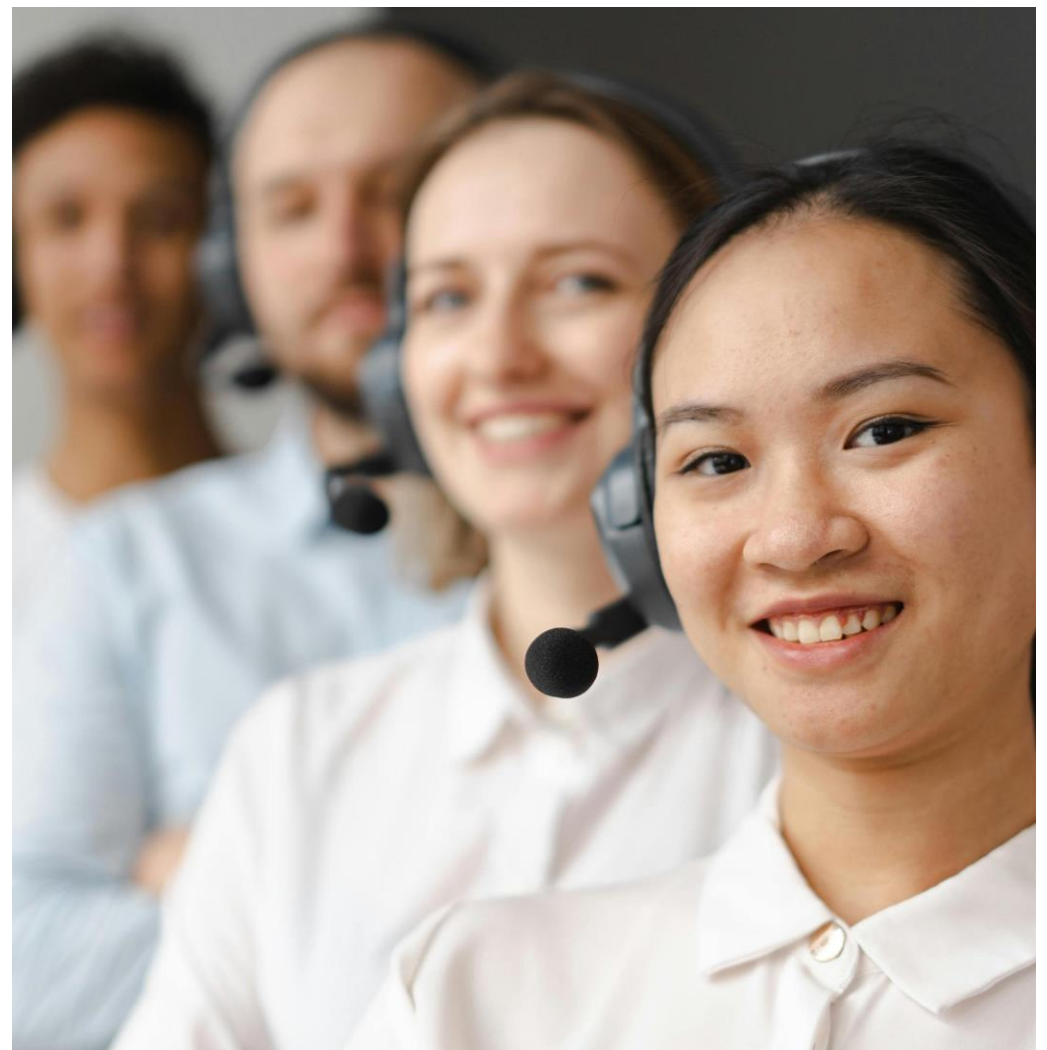
To overcome these challenges, the records retrieval company partnered with Connex Global Solutions to build a custom team of records retrieval specialists in the Philippines. This offshore team was designed to augment the local workforce, allowing the company to scale rapidly, meet client demands, and significantly reduce costs.

## 1. Custom-Built Offshore Team

Connex worked closely with the records retrieval company to create a dedicated team of specialists who were trained specifically for the client's processes and requirements.

**Tailored Training:** Connex provided comprehensive training to ensure the offshore team could accurately and efficiently handle the retrieval of records across various industries, including legal, insurance, and healthcare.

**High Accuracy:** The team was trained to maintain the same high standards of accuracy as the local staff, ensuring the quality of service was never compromised, even as the team grew.



## 2. Cost Savings of 70%

By leveraging Connext's offshore talent, the company was able to achieve significant cost savings, paying only 30% of what it would have cost to hire locally in the U.S.

**Reduced Labor Costs:** The lower labor costs in the Philippines allowed the company to scale its team affordably, freeing up capital for other business areas, such as technology upgrades and client acquisition.

**Operational Efficiency:** Connext provided the company with an efficient and cost-effective way to expand its workforce, allowing them to maintain profitability while meeting growing demand.



### 3. Rapid Scaling to Meet Client Demands



Connex enabled the records retrieval company to scale its team quickly, ensuring it could handle larger volumes of client requests without sacrificing service quality.

**Fast Hiring:** Connex's extensive talent pool allowed the company to hire and onboard new team members rapidly, reducing the time needed to scale operations.

**Flexible Team Size:** The company could easily adjust the size of the offshore team based on client demand, ensuring they had the right number of specialists in place to handle peak periods without overstaffing during slower times.

# RESULTS

**70% Cost Savings:** The company achieved significant cost reductions by augmenting its local team with offshore specialists, allowing them to allocate resources to other key areas of the business.

**Rapid Team Expansion:** With Connex's support, the company was able to rapidly scale its team to meet increasing client demands, handling larger volumes of records retrieval requests without delays.

**Improved Service Delivery:** The offshore team maintained the same level of accuracy and efficiency as the local team, ensuring clients continued to receive high-quality service, even as the company scaled its operations.

**Operational Flexibility:** Connex's flexible staffing model allowed the company to quickly adjust its workforce size based on client needs, giving them the ability to handle fluctuations in demand with ease.

# CONCLUSION

Partnering with **Connex Global Solutions** enabled the records retrieval company to build a custom team of offshore specialists that augmented their local workforce at 70% of the cost. This strategic partnership allowed the company to scale rapidly, meet growing client demands, and maintain high service standards, all while improving cost efficiency. By leveraging Connex's flexible and scalable staffing model, the company positioned itself for continued growth and success in a competitive market.



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