



## A TSP CUSTOMER SUCCESS STORY

# Driving IT Service Efficiency and Organizational Clarity Through Strategic IT Professional Services Outsourcing

### Case Study: **IT Professional Services**

A real-world success story that delivers valuable insights and effective TSP strategies to tackle complex IT challenges, optimize operations, and achieve measurable results with our innovative technology solutions.

OUR PRODUCT IS OUR PEOPLE

## THE CUSTOMER

# A LEADER IN CLOUD DATA SECURITY & RANSOMWARE RECOVERY

### HEADQUARTERS

Palo Alto, CA

### ANNUAL REVENUE

\$997,000,000

### EMPLOYEES

3,000

### CUSTOMERS

6,100

Our customer is a leader in data security, delivering cloud data management and ransomware recovery solutions that help enterprises manage and protect critical data across environments.

With rapid growth and complex service demands, our customer sought to streamline operations without compromising service excellence.



## KEY OBSTACLES

# INEFFICIENT PROCESSES AND UNCLEAR SERVICE DELIVERY UNDERMINED PERFORMANCE

Our customer was navigating growing pains common to fast-scaling technology companies: disorganized service processes, inefficient resource allocation, and a lack of clarity around how to optimize professional services delivery.

Additionally, the team was unfamiliar with how a high-touch outsourcing partner like TSP could support growth, reduce complexity, and enhance performance.





## TSP'S TAILORED SOLUTION

# DRIVE IT PROFESSIONAL SERVICES EFFICIENCY AND COST SAVINGS

Our customer engaged with TSP to explore a smarter approach to professional services. The key objective: achieve operational efficiency and cost savings while enabling their internal team to focus on higher-value work. TSP introduced its CSC platform, a proprietary cloud-based system built to optimize IT service delivery and streamline operations. Combined with TSP's white-glove approach, CSC provided our customer with a comprehensive, integrated solution to bring order to its professional services and reduce overhead. With CSC, our partnership was able to:

- Centralize service ticket management
- Automate routine workflows
- Gain transparency into team performance and KPIs
- Enable real-time reporting and collaboration across functions

At the same time, TSP took over the professional services delivery on behalf of our customer, allowing their internal staff to focus on strategic projects and innovation.



## KEY OUTCOMES

# EXPERT SOLUTIONS DRIVE SERVICE QUALITY AND SCALABLE GROWTH

The TSP partnership marked a turning point. By combining expert workforce solutions and professional services with its powerful CSC platform, TSP delivered immediate improvements in service quality, efficiency, and cost control. Customer is now positioned to scale more effectively, with the right balance of internal innovation and external execution.

- **Operational Clarity:** CSC provided a single source of truth for service management, eliminating silos and manual processes.
- **Lower Costs:** Outsourcing to TSP reduced per-employee costs by offloading hiring, training, benefits, and management burdens.
- **Elevated Internal Focus:** Freed from operational noise, customer's internal teams were able to shift toward higher-level initiatives and roadmap execution.
- **Scalable Support Model:** Customer gained a flexible services partner that could grow and adapt with its evolving business needs.



TSP is award-winning, customer-endorsed, and minority-owned.  
We provide custom, flexible, and flawlessly executed IT services  
and talent solutions throughout the United States and Canada.

We create great customer experiences by saving you time and money.  
We're driven by integrity — we do what we say we will do — exceeding expectations.  
Our value-based pricing focuses on your business objectives, making your success our top priority.

We don't manufacture devices or sell software — our product is our people.

**PHONE**

866.484.6881

**WEB**

[mytsp.net](http://mytsp.net)

**HQ**

1850 North Greenville Ave., Ste 157  
Richardson, TX 75081