



Your company's ability to rapidly respond to and support service delivery requests has never been in greater demand

RESOURCE MANAGEMENT SOLUTIONS

Every organization navigates a constant stream of resource requests to deliver a broad range of services. In the "NOW economy" people expect near immediate responses or resolutions from service providers. Maintaining that level of diligence and focus can be challenging for any organization.

JDA TSG transforms the way that resource management personnel engage with delivery teams through innovation, focus and dynamic leadership. We create process efficiencies which increase a team's output and performance yield for assessment, selection and dispatching.

THE COMPANY

As a Business Process Reengineering company, JDA TSG's outsourcing programs provide customized and scalable solutions that create operational efficiencies and focus relentlessly on quality. We leverage proven methodologies to implement and redesign processes that maximize service levels rapidly, at a reduced cost to in-house or "big box" outsourcing programs.

INNOVATION

Our business is built on conceptualizing, improving, implementing and managing service delivery programs. We are obsessed with creating process improvements and delivering financial and operational gains. That's what we think about, and provide to our clients every day.

Through a combination of Lean, Six Sigma and other industry best practices, we'll enhance the program's performance on multiple levels focused on increasing output yield and reducing costs.

When everything is important, how do you prioritize?

What programs in your company require the identification and assignment of specific resources to ensure a quality experience for your customers?

OUR COMMITMENT

We will constantly work to increase your Resource Management program's efficiency and output yield

AND

We will work diligently to reduce total costs associated with your Resource Management program



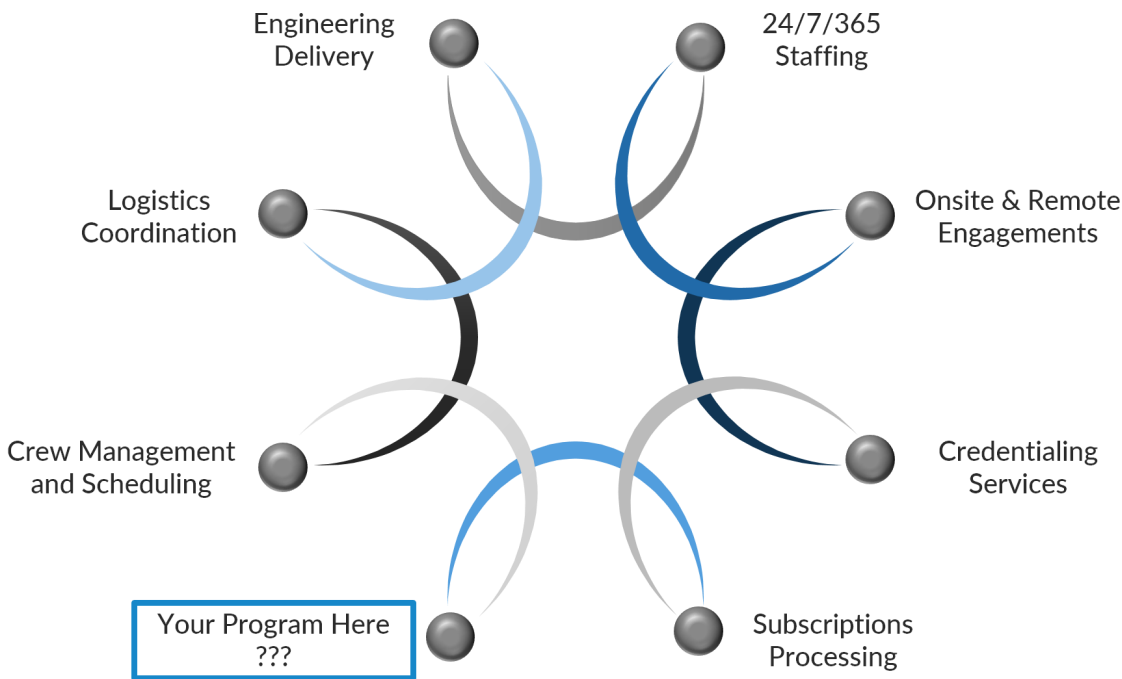
We are experts at managing outsourced programs requiring the identification and coordination of resources to deliver services. We do it faster and for less money than clients can do for themselves!



JDA TSG specializes in Resource Management, the day-to-day outsourced management focused on the coordination of requests for services and the assignment of resources for delivery. These programs typically consist of a large volume of requests with varying degrees of logistical complexities.

We are accountable for the end to end execution of hiring, training, managing to SLAs and delivering an outstanding customer experience. Routine business reviews are conducted with our clients to discuss program metrics and areas of operational and process optimization to drive further efficiencies.

Does Resource Management Exist in Your Company?



We will study your existing programs and develop solutions that address:

- ⇒ Process and Procedure
- ⇒ Implementation and Launch
- ⇒ Performance Targets
- ⇒ Quality Increase
- ⇒ Continuous Refinement
- ⇒ Spend Management

We focus on **quality** first to ensure the best resources connect the right people and business to drive resolution.

JDA TSG can help your business **adapt**, support and continue to thrive in a fast moving world.

The flexibility of our model allows solutions to be deployed with **acceleration**, ensuring lightning fast implementations.

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