JDA TSG

Business Process Outsourcing

- ♦ *Program Management*
- ♦ *Service Delivery Expertise*
- ♦ *Specializing in 10-50 person programs*
- ♦ *Accelerated Implementations*
- ♦ *Continuous Improvement Model*

JDA TSG is a Business Proces Outsourcing company specializing in program management and reengineering services. We focus on providing sophisticated process optimization services to organizations on a customized and affordable basis. We combine industry expertise with environment specific process reengineering to deliver customized and unique solutions for every program, for every client.

The outsourcing of critical service delivery functions is not a new phenomenon. Many businesses, particularly those in the Fortune 1000 space, have outsourced programs at one time or another. Enormous amounts of monies and resources have been spent on these services, and in many cases the ROI is questionable at best.

JDA TSG's clients are organizations that are often times second generation consumers of Business Process Outsourcing services. They have overpaid for "big box" solutions before and realize there are better, more cost effective ways to get the high caliber service they desire.

Our team is dedicated to and passionate about each client's success. We manage programs that are exclusive in nature and typically range in size between 10 and 50 people. JDA TSG excels at building teams that are committed to delivering high quality services on a daily basis.

Whether you manage delivery teams that are technical or administratively complex in nature (or both), JDA TSG can help to improve their performance, from both an operational and financial perspective.
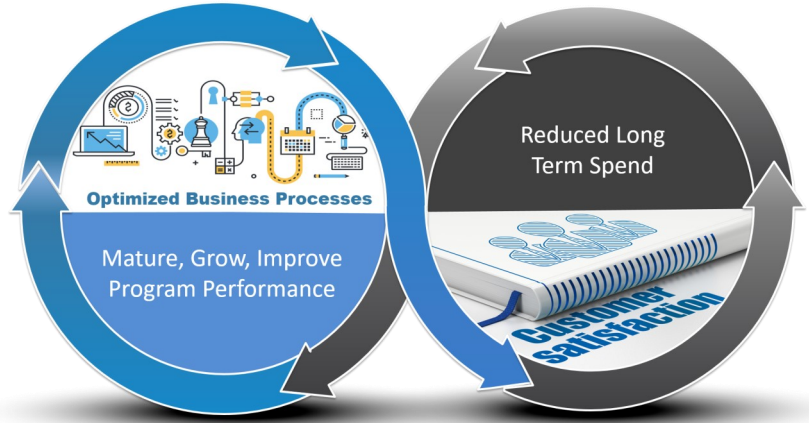
When everything is important how do you prioritize?

The JDA TSG Advantage
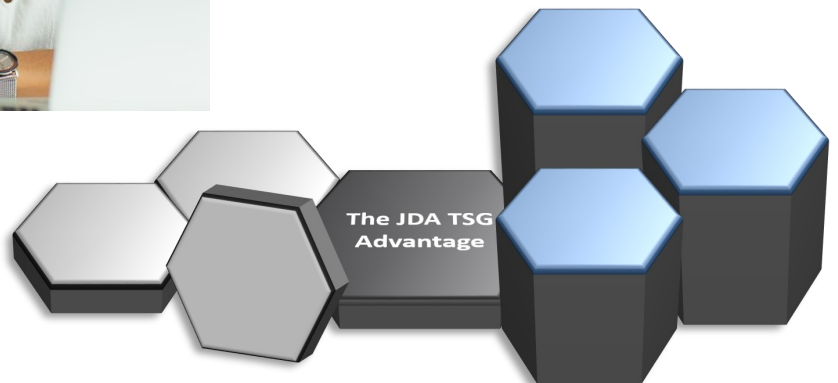
JDA TSG

We will provide a sophisticated outsourced managed service focused on creating process effectiveness, cost reductions and delivering workflow optimizations. When working with JDA TSG customers can expect:

- Thought leadership
- Accelerated Implementation
- Innovations in delivery
- Increased customer satisfaction
- Lean management practices

Optimized Business Processes

Mature, Grow, Improve Program Performance

Reduced Long Term Spend

Customer Satisfaction

Whether we manage a technical or an administrative team, JDA TSG brings expertise and knowledge to help optimize and create efficiencies with programs like the following:

HELP DESK MANAGEMENT

Day-to-day outsourced management and staffing of help desk services, which includes performing the duties of answering first/second level support calls and providing desk side support for employees. In addition, we are responsible for hiring and end user training, as well as remote site coverage and weekend support.

FIELD ENGINEERING DELIVERY

Providing engineering services for client's customers, on a transactional or dedicated basis. JDA TSG identifies evaluates, hires, and trains technical resources on behalf of our clients. Services encompass accreditations, calendar adherence, utilization, travel, expense conformity, and quality.

IT OPERATIONS MANAGEMENT

Management and staffing of IT Operations, at multiple client locations, to perform the duties of monitoring, maintenance and remediation services to key IT infrastructure. These services include alert monitoring, data center security, problem analyzing and resolution, and incident management and escalation.

RESOURCE MANAGEMENT

The coordination of customer requests for services, and the required resources for delivery. Programs typically consist of large volume requests with varying degrees of logistical complexities. Management includes: hiring, training, client communication, managing to metrics, and ultimately customer satisfaction process optimization to drive further efficiencies.

NICHE RECRUITING SERVICES

Our recruiting capabilities are second to none. The primary objective of our recruiting team is to rapidly identify and qualify candidates to be dedicated to programs we are managing on behalf of a client. Our recruiting team has had tremendous success providing options for either contractors, or direct hire solutions.

PROCESS PROCEDURE DEVELOPMENT

Day-to-day outsourced management and responsibility for ensuring procedures are current, easy to follow, and aligned with client business strategy. In addition, we improve existing processes, and develop new processes or clarify the correct process. We are also responsible for hiring and end user training, and management of resources in multiple locations.

Weekly, monthly, and quarterly reviews are conducted with clients to discuss program metrics, and areas of operational and process optimization to drive further efficiencies.