

CASE STUDY

NORWIN'S CONTRIBUTION TO OUR CLIENTS MANAGED SERVICES GROWTH

Company: Norwin Technologies (Norwin Managed Services)
Industry: Technology Services

Overview

In 2015, a mid-sized Managed Service Provider (MSP) specializing in data center technologies, sought to expand into a comprehensive managed services provider for Fortune 500 clients. This transition required a strategic partner with the ability to provide flexible and scalable technical resources. They turned to Norwin Managed Services for assistance.

Challenges Faced



Scaling

Quick expansion to meet the needs of Fortune 500 clients.




Talent Acquisition

Hiring competitively within budget constraints.



Economic Efficiency

Balancing profitability with cost-effective service delivery.



Norwin's Role

Norwin addressed these challenges systematically

Talent Resourcing

Provided access to onshore, nearshore, and offshore talent to meet client needs.

Customized Teams

Offered tailored teams with different shift models to meet client-specific requirements.

Cost-effective Offshoring

Utilized offshore resources for routine tasks, such as service desk support, project management, and onboarding.

Quality Assurance

Maintained a focus on quality and customer experience to meet Client standards.

Facility Support

Provided support from an enterprise MSP compliant and certified facility.

Seamless Integration

Facilitated seamless adoption of clients standard operating procedures (SOPs) and tools without disruptions.

Results

Norwin addressed these challenges systematically

01

Revenue Growth

Over five years, their MSP business revenue grew from \$5 million to \$50 million.

02

Profitability

Achieved economic efficiency through Norwin's resourcing solutions while maintaining service quality.

03

Customer Experience

Upheld a commitment to quality and customer satisfaction.

This case study demonstrates how a strategic partnership with Norwin enabled our client to expand its managed services successfully. Norwin's support in talent resourcing and economic efficiency played a critical role in achieving growth and profitability in a competitive market.

Norwin Managed Services specializes in helping IT Managed Services Providers (MSPs) and organizations leverage automation to streamline their service desk operations. Our comprehensive solutions and expertise help businesses realize the full potential of Service Desk Automation.

Ready to explore how automation can transform your IT support? Contact us today to learn more about Norwin Managed Services.