

MANAGED SERVICES

We specialize in delivering and managing IT, Project Management and Help Desk services - so you can concentrate on your core business. With onsite and local outsourcing solutions, you receive the benefits of improved efficiencies, better risk management, effective communication and high-touch, high-quality service.

Our in-house project management, change management, training and communications specialists ensure a smooth transition and ongoing support



Clients say we reduce costs by 10-25% annually - and the savings continue to grow over time



Our CSAT (Customer Satisfaction) scores are sustained at an average of 95%



We create and enforce meaningful SLA's to ensure that we consistently meet or exceed targets



Engaging Poly to manage our helpdesk function made a big difference in our ability to serve our internal clients and to respond to business cycle changes.

- Resourcing Director, Healthcare industry

CHALLENGE

A large pharmaceutical client needed a partner to assist them in creating a new structure and approach to providing a Service Desk function to support their internal head-office and sales staff. Their goals were to provide high quality service, manage and predict costs, and to be more nimble in their ability to accommodate ever-changing IT projects and day-to-day requirements.

SOLUTION

- Poly pitched for and won the business based on a high-touch, fully-customized approach that wasn't based on one-size-fits all solutions
- We provided a structure and operational model, governance, a change management framework and a transition plan which helped the client move to a fully-managed on-site solution
- Poly recruits, onboards and manages all analysts and is accountable to the client through monthly SLAs and other metrics which ensure continuous improvements

MORE POLY CASE STUDIES

PERM & CONTRACT STAFFING

PERFORMANCE MANAGEMENT

SIGNIFICANT COST SAVINGS REALIZED AT THE END OF THE FIRST YEAR OF IMPLEMENTATION; ADDITIONAL SAVINGS CONTINUE TO ACCUMULATE

CLIENT NOW HAS TIME TO FOCUS ON IT STRATEGY WHILE POLY MANAGES SUPPORT TEAM

CSAT SCORES ARE SUSTAINED AT AN AVERAGE OF

95%