

# Workflow Overwhelm Leads Executive Team to Incorporate Remote Support Solution

delegate\*

## A Client Case Study Client: Life Sciences Firm

Azzur Group  
Philadelphia, PA

### *About Delegate Solutions:*

We are your strategic support team. Our service is designed to be a reliable, professional, on-demand solution for all your administrative needs. Our mission is to simply make your life easier so you can focus on your best work.

### Executive Summary

Expanding life sciences recruiting company is looking to leverage their on-site team's capacity by delegating tasks within their workflow to remote support. Client requires extensive process mapping followed by strategic identification of delegateable tasks. The solution will need to be templated within an online project management system and then beta tested with our remote support solution before deployment.

Our work with Azzur enabled them to successfully identify 30% of their overall process that could be delegated to remote support, thus equating to a salary savings of at least \$120,000. Furthermore, the transition to a remote workforce allowed our client to save additional costs on benefits, as well as managing and housing employees.

Our off-site consulting team worked to develop a streamlined delegation strategy that promoted accountability and improved efficiency across their process. This significantly reduced the on-site team's level of administrative activity, and allowed higher-level executives and leaders to focus their time on mission-critical tasks.

## Client Challenges

Client was looking for an opportunity to reduce overhead costs and time-wasting distractions related to executing their unique recruiting process. Their goal was to compartmentalize a complex system to run efficiently without consuming key team member time on associated routine tasks.

Their high performers were carrying a significant daily workload. They recognized that these demands limited their capacity for scale and was not the best use of their time or Unique Abilities. They needed a reliable support solution as well as guidance around how and what to delegate.

There were many moving parts to their process which required a trained eye to analyze the full workflow from start to finish to identify areas of leverage. Once these areas were identified, they had to be structured in such a way that did not disrupt the flow of activity nor the team members involved in the process.

## How Our Service Helped

Delegate consultants began by meeting with each team within the workflow to visually capture their contribution to the overall process. We worked to understand the Client's unique approach and differentiation in the marketplace, and captured this key information within the workflow.

We utilized a task-driven remote workforce in every step of their process, and created systems to break

these tasks out. We advised them on how best to structure and deploy the delegation of tasks within their workflow while accounting for turnaround time and user license requirements.

## Results, Return on Investment and Future Plans

Our team was able to help the Client delegate a significant volume of recurring activities within their process to remote support. We executed this project within a 6-week timeframe and included a 2-week beta testing period with our remote Strategic Support Team to ensure the systems ran as designed.

Each task within the process required extensive documentation to ensure seamless execution. Custom process templates were built and served two purposes. First, they allowed any remote team the ability to successfully complete the task as designed. Second, the templates provided a full visual representation of the complete Client process from start to finish.

The Client's high-performing team now has the ability to focus on the necessary goals and mission, rather than the routine tasks within their process. They can be certain that the required tasks will be executed up to their standard each and every time.

Company leadership found our strategic approach to delegation so successful, that they have enlisted our team to provide daily remote support to them as their dedicated Strategic Support Team and project managers to their key team members.

## Client Testimonial



*"The Delegate team simplified our complex company process into one that ultimately leveraged our onsite team's time by 30%. They were able to break out parts of our process that could be systematized and delegated off-site. Their keen insight into the nuances of the remote support work model was a unique value-add. This shift equated to an annual salary savings of \$120,000, reduced our real estate and management burden and added intangible peace of mind value."*

*– Tom O'Donnell, Managing Partner*

## Technology Utilized:

