

Busy Engineering Firm Needs to Free Up Executive Team's Time



delegate*

A Client Case Study

Client: Engineering Firm

GCI Consultants
West Palm Beach, FL

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

Growing engineering firm needs to free up 80% of their Executive Team's time to focus on higher-value activities. Clients are stuck in the day-to-day operational side of the business, with little time to focus on the 20% of activities that will be most impactful for the firm. They require a strategic solution that can both help identify time-wasting tasks and be able to execute those tasks effectively on their behalf.

Our work with this client allowed them to successfully free up 10-15 hours per week of Executive Team's time to focus on the 20% of activities that contribute to growing the organization. Our off-site team worked to develop a delegation strategy that promoted accountability and improved efficiency across their team. Priorities were aligned with actions and company processes were streamlined. This reduced Executive Team's level of activity, which motivated them to explore new opportunities to delegate to our team.

Client Challenges

Client initially approached us in a state of overwhelm and frustration because their Executive Team was unable to be as effective as they desired. Their time was tied up in time-wasting but necessary tasks, and they did not have a delegation system in place to efficiently support their growth.

Through their work at Strategic Coach ®, they had developed a plan to streamline operations and launch new product lines and services. In order to achieve their goals, they needed to reduce their Executive Team's level of task-related activity and re-focus their time and energy towards their goals.

Their aggressive plan required a support resource with strong follow-through to help them push through desired changes. This included delegating accountabilities from recent BOD meetings, uniting their team towards their new vision and eliminating the bottlenecks in daily production.

How Our Service Helped

We immediately worked with the Client to develop a customized Action Plan based on their goals and needs. We collected information on key projects and initiatives, worked to understand their culture and brand and ensured we could access inboxes, calendars and other necessary tools. We helped streamline operations where possible including maximizing their existing Basecamp tool as a repository for tasks, which instantly improved accountability across the team.

Our Strategic Support Team was paired with the Client. Our team adapted our approach and processes based on the Client's unique work style which made the delegation process much more comfortable.

We approached each week with the intention of identifying and clearing 80% of the Executive Team's tasks from their plates. Through daily communication and accountability systems, we created follow-through on tasks such as research, conference registrations, software trials, trademark registrations, employee surveys and reporting, employee supply orders and email marketing.

Results, Return on Investment and Future Plans

Executive Team has now freed up 2-3 hours per day (nearly 200 hours to date) of their valuable time by delegating 80% of their lower-value activities to our team. They count on our capable team to keep them updated on project progress, help them stay accountable to stated priorities and to focus on key tasks. Our support has allowed them to have a greater peace of mind that all tasks are being handled effectively, with nothing falling through the cracks.

In addition to our Executive Support Service, they have also engaged our Staff Writer to help with content creation like case studies and blog posts featuring their projects. The CEO is also now working with our team to delegate daily email inbox management.

In the future, they plan to utilize our Social Media team to deploy custom strategy and content to promote their brand and new product lines.

Client Testimonial



"Through the help of our strategic support team at Delegate, my Executive Team is now free to push forward our key initiatives and grow the business. Their help has streamlined and automated our systems, created accountability around priorities and helped us accomplish the tasks that never seemed to get done by my team. This is truly a unique support resource for any company, big or small." – Paul Beers, CEO

Technology Utilized:

