

Successful Consultant Waited too Long to Get Professional Support



delegatē*

A Client Case Study

Client: Management Consultant

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LeaderNation.com

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

Successful Management Consultant waits too long to enlist professional support for his growing practice. His contracts with a number of large clients continue to grow along with the mounting administrative responsibilities. He is in need of immediate, qualified support to assist with delivery of service to his client base as a representation of his strong brand. He requires an off-site solution for extensive scheduling and other time-sensitive admin tasks. His goal is to focus his time on delivering great service to his clients.

Our work with this client allowed him to successfully free up over 200 hours of his time to focus on client service and billable activities. Our off-site team was presented as a seamless, high-quality support partner to his client base. We added value beyond initial scope by organizing and facilitating turn-key logistics for his virtual training programs.

Client Challenges

Prior to engaging our service, client was handling scheduling and administrative tasks himself. He was initially hesitant to recruit help because of the ebb and flow nature of his consulting arrangements. Because of this, hiring an in-house administrative employee was not a good fit for his business model. Client also worked from home and did not have the space or equipment available to house an in-person assistant. He knew that his valuable billable time was best spent on delivering his consulting services and not performing volume scheduling or administrative tasks.

It was critically important to the Client that any communication with his clients would be handled with the utmost professionalism and skill, as an extension of his high-end brand.

How Our Service Helped

We immediately worked with the Client to develop a customized Action Plan based on his goals and needs. We collected his preferences and ensured we could access his calendar and other necessary tools. Client documented key processes related to scheduling, travel, invoicing and his reporting tool to ensure a clear delegation plan.

Our Strategic Support Team was paired with the Client. Our team worked with his key contacts to initiate large-scale scheduling process including daily meeting confirmations. Our team replicated his documented key processes. Our team also managed all logistics for his virtual training programs including setup and participant management.

Results, Return on Investment and Future Plans

Client has now been able to free up 1-2 hours per day (nearly 200 hours to date) of his billable time by delegating key administrative tasks. Our capable team helped bolster his professional image with his clients. We were able to assist him with online meeting setup logistics, which he described as a “turn-key” experience. This support allowed him to show up to his sessions, focus purely on his lecture and facilitate participant conversations. He plans to continue to execute our service against his current clientele. In the future he plans to utilize our research capabilities to help source appropriate RFPs. He would also like our assistance with proposal reviews to improve their content and aesthetics.

Client Testimonial



“To date, I have utilized approximately 200 hours of support services and frankly, I couldn't be happier - which says a lot from a “hard-grading assessment guy” such as myself. Delegate Solutions scores high marks for efficiency, quality, and versatility. My

Strategic Support Team led the charge on monitoring compliance with various 360 exercises, including L'Oreal as well as KAYAK.com's - which involved approximately 500 raters. Naturally, there are lots of moving parts, and not much room for error as mistakes can scale. The stress relief alone; knowing that I'm supported by professional level services -- is itself a huge ROI! I'm definitely not going back to the way things were before Delegate!”

Technology Utilized:

- Google Apps
- iCal
- Microsoft Office
- Expedia.com
- Adobe Connect
- Client's proprietary tool, LeaderNation

Struggling with something similar? We'd love to help! Schedule your own FREE Delegation Consult today to learn how we can simply clear your plate!