



SYSTEMSOFT
TECHNOLOGIES™

RIISING TO THE CHALLENGE

A NEARSHORING CASE STUDY WITH SYSTEM SOFT TECHNOLOGIES IN MEXICO

From Dilemma to Solution: How We Make 72 Hours Count

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Situation

When a recently integrated Project Coordinator unexpectedly resigned, threatening the continuity of operations for a valued customer, the System Soft nearshore staffing team in Mexico quickly mobilized. Within a 72-hour timeframe, System Soft was able to find a suitable replacement and ensure a seamless transition of knowledge, reaffirming the company's commitment to customer-centricity and adaptability.

A customer recently faced a major challenge when a newly hired team member responsible for vital client engagement, abruptly resigned.

Their departure came at a critical juncture, right after they had completed their training period. This sudden resignation left the client in a tough position, as their training and integration efforts took a significant hit.

Strategy

Relying on proven recruiting processes and a strong pool of candidates, the System Soft team in Mexico, quickly organized a fresh bench of potential candidates and involved the customer throughout the selection process.

This transparency provided the customer with the confidence that the right replacement was hired and further strengthened the partnership between System Soft and the customer. The ultimate goal was to ensure a smooth transition of knowledge and maintain the customer's operational consistency and workflow.



Outcome

Beyond placing personnel, the efforts demonstrated an unwavering commitment to client support. This demonstrated a core company ethos – the promise that the customer will never be left stranded, no matter what the challenge.

The commitment to service extended beyond internal functions and permeated into the very essence of the teams, to ensure that superior service is provided to the customer.

Conclusion

In the dynamic field of IT services and staffing solutions, unanticipated resignations can cast a shadow of uncertainty, especially during the crucial initial months of a client relationship. According to TeamStage a staggering 68% of employees consider leaving their jobs within the first three months, a period that is critical to both employee and employer decision-making.

When faced with a challenging situation, the customer does not need to deal with it alone. The right partner will ensure that issues are resolved quickly and effortlessly. System Soft has demonstrated its strength in tackling difficult circumstances. They have the experience and ability to transform problems into opportunities and deliver on their promises.



CONTACT SYSTEM SOFT'S IT CONSULTING EXPERTS

to learn more about staffing solutions that are customizable to your business needs.

ABOUT SYSTEM SOFT

OUR SUCCESS STARTS WITH YOU

At System Soft, we are a family unit powered by diversity, inclusion, transparency, respect, integrity and passion for our clients and our people. Our business growth depends on your professional development, as we collaborate, share ideas and innovation, and invest in our future. By forging a meaningful partnership with our people, we come together with the same purpose, exceeding our goals. This keeps us nimble, ahead of the competition, and on top of our industry. Our continued success begins with you.

Accelerating Innovation



Gold Cloud Platform
Gold Cloud Business Applications
Gold Cloud Customer Relationship Management
Gold Enterprise Resource Planning
Gold Application Development



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