

DATA STORAGE COMPANY GROWS RESIDENCY REVENUE WITH ZERO ESCALATIONS

SUMMARY

Entelligence is a strategic partner with a data storage company's Professional Services Division, maintaining our #1 spot for six years with zero escalations. Our consultants not only have 10+ years' experience in enterprise IT settings, but they also have outstanding customer service and communication skills – the same skills our dedicated team brings to its work with the company's managers and directors.

"When I hear a new project consultant came from Entelligence, I feel much more at ease about my customer's experience. There has been a pattern established in the past of the level of quality that we're getting out of consultants from Entelligence. And that goes from a project perspective down to a residency assignment."

— Director of Professional Services

CHALLENGE

A data storage company needed to scale capacity in their residency practice. But after turning to resellers and system integrators for long-term consultants, the company and its customers suffered from low-quality engagements, resulting in poor customer satisfaction and high turnover.

SOLUTION

Working within the data storage company's Professional Services Organization, Entelligence built a dedicated team of consultants under the company's brand. Entelligence consultants were seamlessly embedded and worked within the company's PSO, utilizing its proven process and methodology.

RESULTS

Entelligence helped the data storage company quickly scale and develop its residency program, reducing turnover and ensuring predictable, high-quality engagements for its most important residency customers. The company not only improved customer satisfaction with zero escalations, but also improved its residency renewal rates, increasing revenue from its residency practice.



entelligence™ **ENSOURCING** — Revolutionizing Service Delivery

Entelligence helps fast-growing technology companies scale smarter and grow faster through our innovative **Ensourcing Platform**. By delivering turnkey technical services under your brand, we integrate elite talent into your team and processes—accelerating product adoption, reducing churn, and driving enterprise value without added headcount or complexity.

Guided by our purpose to elevate the lives of our people, customers, and community, we are committed to our Big Hairly Audacious Goal (BHAG) of feeding 1 billion people in the next decade. **Proudly Certified™ by Great Place to Work®** and recognized as a **Fortune Best Place to Work**, we transform businesses and lives.