



## CASE STUDY

# Fast-moving fintech company

Leader in emerging field, with few if any role models

US-based with customers across the country

### APPROACH

- Shared numerous “Driva Processes” including key roles needed and job descriptions; recommended candidates from our wide network.
- Built and grew interim workforce management (WFM) tool to match demand with needed resources.
- Conducted “Fast-Track” BPO partner selection to plug needed capacity.

### CHALLENGE

- Handle and plan for exponential growth in customers, transactions per customer, and revenues.
- Be able to retain hard-won customers and produce raving fans.
- Get ahead of staffing requirements.

### IMPACT

- Met service levels within 4 month and continue to stay ahead.
- Supported huge customer growth with high level of retention.
- Built seamless captive and outsourced support operations.

For more information visit us at [www.drivasolutions.com](http://www.drivasolutions.com) or email us at [info@drivasolutions.com](mailto:info@drivasolutions.com)

Driva (pronounced drEE-va) is derived from the Swedish word “to propel” or “to move forward.” This word encapsulates the company’s quest to bring actionable ROI-based solutions to address the challenges of increasingly demanding customers and the complexity of running today’s local and global customer support operations.