MYRIAD360

Date: March 7, 2024

Client: Myriad 360

Industry: Technology Solutions

Order Management

Accounting Services

Sales Management

Optimizing growth for a leading tech solutions provider

Client Overview

Background: Myriad360 is a leading provider of comprehensive technology solutions, focusing on transforming and securing client IT strategies and infrastructures. They specialize in cybersecurity, risk management, network infrastructure, and technology consulting, serving sectors such as healthcare, finance, government, and more. Through partnerships with top IT security manufacturers and leveraging their in-house expertise in engineering, global logistics, and project management, Myriad360 addresses a broad spectrum of IT needs.

Challenges and Needs: Myriad360 faced scalability and cost efficiency challenges, alongside the need for specialized expertise to improve operational efficiency and expand their service offerings. These issues threatened their growth, profitability, and market position, affecting customer satisfaction and innovation potential.

Project Scope

How Myriad360's Search for a Philippine Outsourcing Partner Was Key to Overcoming Talent and Cost Challenges.

Objective: The collaboration aimed to optimize Myriad360's operations, reduce costs, and enhance access to specialized skills and resources, thereby boosting their market adaptability and competitiveness.

KDCI delivered a comprehensive package of services, including:

- ✓ Order Management
- ✓ Product Information Management (PIM) and Data Entry
- ✓ Returns Management
- ✓ Accounts Payable and Receivable Management
- ✓ Quoting and Invoice Management
- ✓ Salesforce Administration

Custom Solutions: To address these challenges, KDCI expanded Myriad360's workforce in key departments. This process involved a thorough assessment of manpower needs, skill gaps, and industry-specific requirements to tailor a solution that featured full-time staffing arrangements, adapted to the client's operational needs and work preferences.

The implementation process involved:

1
Assessment and Analysis

Of workforce needs and goals to understand the current state of manpower and identify areas for improvement

2
Onboarding & Training

Of new staff to align them with the company culture, policy, and operational tools

3
Process Integration

Of new team members into the company's existing processes, ensuring workflow understanding

Challenges such as cultural differences and training needs were overcome through dedicated communication strategies, cultural training, and continuous support.

Feedback

Client Feedback: Specific praise was given to team members for their exceptional contribution and work ethic. These teams were integral to achieving the project's objectives, demonstrating KDCI's ability to assemble skilled personnel tailored to client requirements.

Key takeaways include the importance of understanding client needs, the value of clear communication, and the focus on quality and efficiency. These insights have refined KDCI's future project approaches, emphasizing tailored services and client satisfaction.

Results

Project Result: Myriad360 expressed high satisfaction with the outcomes, particularly highlighting the improvements in revenue and operational efficiency.