

FINTECH CASE STUDY

Our company leads (Low Risk-High ROI) operational improvements for RevOps, BizOps, TechOps, and FinOps.

www.goldmontconsulting.com

PROBLEM

Concora Credit, a company that grew rapidly via M&A, had a terrible IT service desk that was very slow and inconsistent. This led to many disruptions in the company's workforce and impacted public facing customer websites.

They had hired and fired several executives and managers but the problems persisted. They called us from a referral.

SOLUTION

I led the teams through a full RFP program to select the best Managed Service Provider then I oversaw the full onboarding and integration of the vendor into the company's ecosystem.

BENEFITS

1. Cost Savings of Over \$1M/Yr.

The change resulted in over one million dollars in annual cost savings, which right to EBITDA.

2. Provide peer to peer influence

These improvements provided 24x7x365 coverage, even on holidays. The company had never experienced this level of support and were thrilled.

3. Powerful word of mouth advertising

Customer satisfaction rates, measured by surveys, jumped from a dismal 30% to an over 95% CSAT rating.



AT A GLANCE

CHALLENGES

- Technology Stack
- Organizational Maturity
- M&A

BENEFITS

- Direct Savings: Over \$1M/Yr.
- 24x7x365 Service Desk
- CSAT: From 30% to 95%



JOSHUA DURKIN

FOUNDER Goldmont Consulting

"For over 20 years, I've been enabling executive leaders to maximize quality, profit, and efficiencies."