



VMC SUCCESS STORY

## Technical Support Call Center Training

*Call center prepares for a  
major product release*

### Overview

**Country:** United States

**Industry:** Technology

**Service Areas:** Technical Support  
Contact Center

**Customer Profile:** A worldwide leader in software, services, and Internet technologies for personal and business computing

**Business Challenge:** The client had an imminent technology release and needed to provide in-depth product training to its entire technical support staff.

**VMC Solution:** VMC selected a seasoned Project Manager and a hand-picked team of specialists to work with the client's own global training group to develop and refine the training curriculum and develop hands-on lab scenarios.

#### Benefits:

- With VMC handling details of post-release technical support, the client was able to fully focus on important details of the imminent release
- VMC's previous work with the product's beta program customers provided an existing knowledge base which allowed VMC to hit the ground running.
- VMC was able to work within the client's existing training structure, allowing for smooth transitions and zero negative impact on service delivery levels.

### Business Challenge

With the worldwide launch of a highly anticipated release imminent, the client needed to provide in-depth product training to its entire technical support staff. Amid all the activities taking place in conjunction with the launch however, there was not enough in-house bandwidth to develop and deliver a comprehensive training program within the allotted timeframe. For previous launches, the client had always provided its own in-house Subject Matter Experts (SMEs) to deliver training, but faced with the lack of resources and an aggressive timeframe, they elected to outsource this critical process. With VMC already providing Tier 1 and Tier 2 technical support services for their Professional level customers, the client turned to VMC for help.

### VMC Solution

VMC responded quickly with a plan of action. Selecting a seasoned Project Manager and a hand-picked team of eight specialists, VMC worked with the client's own global training group to develop and refine the training curriculum and develop hands-on lab scenarios. In addition to training the client's technical

support staff, the VMC specialists were also involved in supporting the client's beta program customers, who had been using pre-release versions of the new product.

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## Results

The client labeled the project a huge success, praising VMC's strategic planning and smooth execution of this ambitious project:

- Eight training specialists fully equipped as SMEs on a brand-new product
- 100+ support engineers and technical leads trained within 7 weeks with no negative impact on service delivery levels

Due to the success of this project, the client has chosen to use VMC to handle similar responsibilities in conjunction with future product releases.

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## About VMC

VMC is a project management and technology services company specializing in testing, development, IT and technical support solutions. VMC provides consulting, project management, technical services and more to give an innovative face to traditional outsourced IT services. From our quality assurance and product testing, to in-depth technical support expertise and IT implementations and service management, the VMC focus on high quality, expert project management, and communications helps global companies manage more efficiently and effectively.

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