

Moving Toward Future Success with Effective IT Onboarding



SOC 2
TYPE II
CERTIFIED



Introduction

Performance Improvement Partners (PIP) is a technology consulting firm built for the Private Equity industry. PIP designs and delivers technology solutions that achieve transformational results by increasing understanding, maximizing potential, and outsizing outcomes. Founded in 2003, PIP is a preferred technology and business transformation partner to more than 250 private equity firms.

Challenge

PIP became a Sourcepass client through an IT vendor acquisition. Sourcepass quickly learned that the relationship that PIP had with its previous IT vendor was not ideal and that end-users at PIP were not satisfied with the previous IT vendor including:

- The time it took to complete tasks and deliverables
- The lack of communication
- A reactive approach, waiting for issues to arise before addressing them that often lead to delayed responses and downtime

Our Approach

Sourcepass understood the challenges that PIP was faced with and was ready to show them the value of a Sourcepass engagement with a Client Experience Conversion, aka onboarding PIP to Sourcepass services and solutions.

The Sourcepass mission is to provide an IT experience that clients LOVE! Sourcepass delivers a responsive and innovative engagement to support IT needs, improve employee experience, and drive business growth.

Solution

The solution was two-fold, including:

- **Enhanced End-User Experience:** Sourcepass took an in-depth approach to improving the client experience by gathering appropriate supporting documentation and ensuring our teams had the needed resources to provide quick responses and resolutions. Sourcepass also deployed additional security tools to provide additional cybersecurity protection.
- **Next Generation Client Experience:** Sourcepass also empowered end-users to take technology into their own hands with Quest™, its innovative and powerful platform that delivers a next generation client experience with quick access to submit IT requests/tickets, communicate with technicians, and review ticket statuses.

“

We could not be happier to have renewed this partnership with Sourcepass and are excited to be fully onboarded. The future is bright and we are confident that our path forward with Sourcepass will be quite the success!

- Helder Meneses, Senior Director

”

Conclusion

The partnership formed between Sourcepass and PIP has proven to be a success. As PIP's strategic IT partner, Sourcepass has enhanced the end-user experience by adopting a proactive approach, anticipating needs and addressing potential issues before they arise. This ensures seamless operations, timely deliverables, and a consistently high level of service.

Contact us to learn more about how we can provide you with an IT experience that clients LOVE!



Sourcepass provides the technical expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business. Start your journey today by contacting us at 646.681.5528 or visit www.sourcepass.com.