

Case Study

WadeYounger.com

TheValueWave.com

Customer Account Rescue Operation – Technical Support Project

Services

Needs Analysis
Change Management
Process Improvement
Coaching
Innovation Clinics
Strategic Planning
Implementations
Personal Development



“Much more than a conference speaker.”

Scenario

A leading high-tech software company was experiencing severe technical problems with the client’s core product.

Within the client organization, there was large disagreement between the sales and product development teams about the cause for the technical problem and what actions were required to remedy the situation.

Goal/ Challenge

With two competing internal organizations and one disgruntled customer, identify the cause for the product failure, the solution, and implement the solution within a limited time frame and under adverse weather conditions.

Solution

The Value Wave was brought in to act as the team leader for the “crisis response team” sent to resolve the issue. After evaluating the situation, The Value Wave stepped in to take the leadership position on the team – helping the competing groups establish an agreed set of priorities, goals, and measurements for success. Once these were established, The Value Wave represented the team by communicating daily results to senior management and the customer.

Throughout this project, The Value Wave ensured adherence to the agreed goals and priorities. This included some conflict resolution, consensus building, task delegation, and command decision-making.

Results

The technical problem was identified well within the required time. The customer was very pleased with the responsiveness of the team to his needs and remained loyal to the company’s products.

The technical problem identified as part of this project led to a series of process and software changes that were implemented globally.