

SHARPER COUNSEL INTERIMS



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SHARPER COUNSEL INTERIMS

has access to dozens of talented executives that have years of experience solving real world business issues. We are able to provide resources in fractional or full-time positions on a temporary basis and can tailor multi-disciplinary teams to meet your needs.

INTERIM EXECUTIVE LEADERSHIP:

On-demand executive resources that bring specific expertise to bear to fill holes and solve sticky problems in your business.

sharpercounsel.com

858-472-7880

San Diego California

Technology

Sharper Counsel Interims provides technology support to your organization in two ways.

As a provider of interim executive leadership, we help you identify and fill holes in your team with full-time or part-time temporary finance executives. These executives come from a variety of backgrounds and, with their in-depth experience, can hit the ground running with little or no onboarding time.

Our technology executives have a variety of skills including IT systems selection, security and compliance, big data analytics, business intelligence, and ERP/Cloud implementations.

A second vector for leadership support is by improving the success of the management team already in place in your organization.

Sharper Counsel Interims executives partner with your information technology staff to provide consulting support in a variety of ways, through capability assessments and improvement recommendations, advisory oversight, and strategic project management.

When facing challenges with the technology aspects of your business, putting another set of eyes on the situation is a wise move and Sharper Counsel Interims are great partners.

Technology Case Study

Call Center Software Selection Improves Recruiting Performance by over 100%

Challenge

A clinical trial recruiting company had an urgent need to improve their process for finding and signing up clinical trial subjects. Because this is not a service like sales or tech support, their system requirements were not typical. A final list of software features identified dozens of “must have” capabilities as well as hundreds of other important features. Adding to the complexity of requirements was the fact that there were over two dozen potential call center solutions available and sorting through the possibilities was a daunting task.

Software Selection - Start with Requirements

An interim software technology team was brought in to help the client navigate this very complex selection analysis. The interim team used reverse engineering to conglomerate the software features of each call center solution back into user needs to create a comprehensive list of over 500 possible requirements. The clients then rated each requirement for importance, resulting in 67 “product showstoppers” and 482 critical, very important and important features.

Evaluating Software – Elimination & Fitness for Use

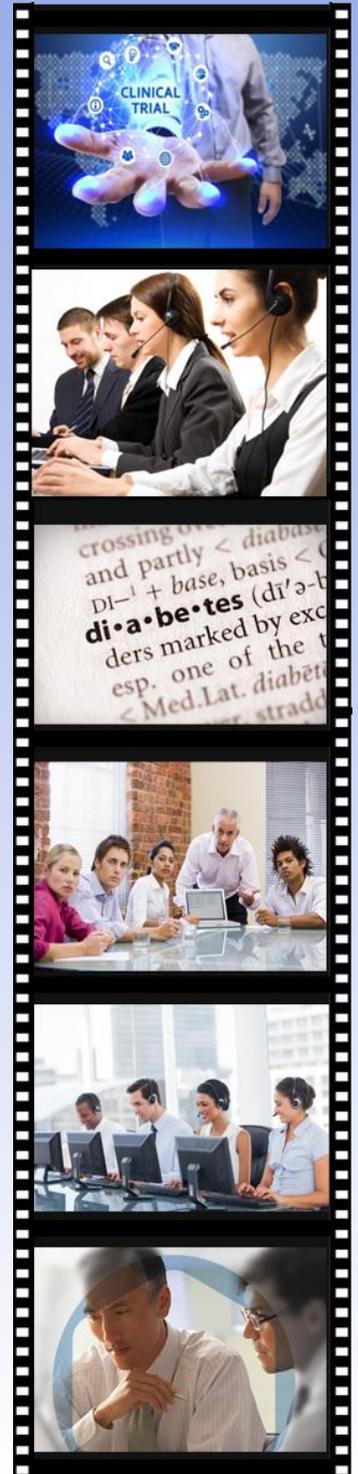
The evaluation of call center software solutions began with eliminating vendors and products that did not meet showstopper requirements. The remaining products were then evaluated against the long list of other features by using a proprietary approach that automatically performs a gap analysis. This analysis calculates a “fit score” for each product, which allowed the client to narrow down the remaining products to the very few that would match company requirements and helped the company quickly reach the right decision.

Results

The software solution evaluation and selection process lasted about two months. The client and the software provider spent another two months installing the new call center systems. The client expected 20-50% improvement as a result of the new call center system but the ultimate impact was way beyond that including breaking multiple recruiting records.

Testimonial: *"The interim team helped us find the best product match for a critical business need and the results wildly exceeded expectations. Actual productivity increased over 100% on day one of product launch, and increased 300% by the end of the first month. If you are evaluating any system, put the power of this team's analysis behind the process.."*

Screening & Subject Recruitment Manager



Leadership

Sharper Counsel Interims provides leadership support to your organization across a variety of disciplines important to business success.

C-Suite
Operations
Finance
Marketing
Technology

We can fill holes in your organization chart, partner with your existing team and execute strategic projects. Each engagement provides access to deep experience and new insights.

Marketing

Sharper Counsel Interims provides marketing support to your organization by providing strategic planning and tactical execution.

Corporate Communications
Brand Development
Alliance Management
Digital/Traditional
Customer Relationship Mgmt

Our marketing executives have worked in a variety of industries and company sizes. Domestic and international challenges will be met with experience and enthusiasm.

Finance

Sharper Counsel Interims can provide fresh financial experience to your business and can hit the ground running across broad issues.

Corporate Governance
GAAP Accounting
Planning/Reporting
Capital Management
M&A/Restructuring

We can fill any need in your organization with the exact talent required. This will let us crush the problem at hand, while providing insight and expertise across the finance function.

Operations

Sharper Counsel Interims provides operations support to your organization at the strategy level and in hands-on manufacturing work.

Manufacturing
Distribution
Quality
Customer Support
Sourcing

We identify capable executives that have expertise tailored to your problem at hand, allowing our interims to hit the ground running and start making improvements immediately.

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Additional Resources



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