

# Case Study: Remote SA Team Management



AWI Consultancy

## Situation

- Set up a remote SA team in Warsaw to augment the existing London based team

## Tasks

- Interview and recruit the right fit individuals in Warsaw
- Intergrate the new SA's into the company and the team
- Ensure no impact of client service levels
- Implement remote management process and procedures to ensure a smooth transition

## Actions

- Interviewed candidates in location
- Set up 2 week induction process held in London
- Implemented group line dual location set up
- Documented London process and procedures to speed up induction process
- Actioned daily touch base remote management team meetings to ensure smooth transition process

## Results

- **Doubled the shift coverage of core hours**
- **Increased through put of the SA team in general**
- **Warsaw based staff integrated fully into the on-call rota with in 2 months**
- **No impact to client service levels**

