Engineer

Established a Technical Support department

Established a Technical Support department, servicing over 10,000 clients with IT support and troubleshooting solutions, tracking client requests in a CRM.

2015 – 2022

10,000

clients served by a support department built from scratch

Situation. The client base was growing and needed dependable technical support, and there just wasn't a dedicated function to give it to them at any real scale. Support was happening ad hoc, which works for a handful of clients and quietly falls apart as the numbers climb.

Task. Standing up an actual technical-support capability — one that could serve a large and still-growing client base — was the job.

Action. A Technical Support department got built from nothing. That meant deciding how it would actually work before hiring into it — the process for how a request came in and got resolved, the tooling to handle volume, the standard for what good support looked like — and then building the capacity to deliver IT support and troubleshooting to a lot of clients at once. Starting from scratch was the advantage, honestly; it could be designed for the scale the company was heading toward instead of patching something that had grown up by accident.

Result. The department ended up serving over ten thousand clients with reliable support and troubleshooting. Support went from a thing done reactively to a genuine strength of the company — something that scaled with the client base instead of buckling under it.

Bring this experience to your project

Use “Established a Technical Support department” as a starting point for a similar challenge in your organisation. The services behind this work are available for your project. Hiring, onboarding and coaching, so the knowledge settles with your own people rather than leaving with a consultant.

Explore our services Get in touch →

Look behind the result

Read the situation, decisions and result in this example. We can discuss which parts transfer to your constraints and which need another approach. Established a Technical Support department — 10,000 clients served by a support department built from scratch

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Building a support operation from scratch?

Talk through your project with the engineer responsible for delivery. We agree the scope, price basis and handover in writing before work begins.

Role context: Infrastructure Engineer. It draws on Team Leadership, Mentoring & Coaching, Project Management, Product & Requirements, Stakeholder & Reporting and System Administration. And while you are here, we are rather good at Team Building & Mentoring, Project Management (Agile) and IT Support & Helpdesk.

Get in touch Explore our services

One piece of **a longer record** — and it is all on this site.

Every entry is written the same way: the situation, the task, what we did and what changed.

See the whole record

Define the improvement you need

Bring the decision, the people affected and the options already considered. We can make the tradeoffs explicit and leave a documented recommendation.

See what it costs Get in touch →

Building a support operation from scratch?

Ask about the decisions behind “Established a Technical Support department”. You will speak with the people who can explain the work and assess your own project.

Explore our services

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Contact card

Carefully Crafted With Love by D.

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