MANAGED SERVICES

Unlimited, flexible, and scalable operations support

Despite widespread adoption of best practices in the business world, there are as many ways to operate globally as there are global organizations.

That's why for more than 20 years Gilmore Global has consulted with customers to build Managed Services solutions addressing their unique needs across industries such as aerospace, IT, and public sector support and engagement. As such, "Managed Services" can be as specific or as wide-ranging as each organization requires.

To ensure a high level of success, we always begin with a thorough analysis of an organization's service/product delivery program, maintaining a keen focus on corporate mission and documented objectives. Next, we recommend a detailed blueprint that sets out how we will drive operational efficiencies and reduce fixed costs with a fully scalable suite of services.

The net results are measurable efficiencies in areas such as human resources, internal support requirements, and overall program costs.

Our Managed Services solutions can include:

- Custom application development and system integration
- Outsourcing of customer care teams
- Call center management and support
- Assumption of all program service responsibilities
- Order management, including triage services
- Webinar hosting and support
- Trade show services, including contract management and materials supply
- Customer service support, both internal and client-facing

Together we'll take on the world.