

Client Case Study – Managed Services


The Challenge

A InsureTech start-up with multiple locations in the US and the Philippines was focused on building out their own core competencies: a technology platform and gaining market share. They needed a business and IT managed service solution to provide back-end IT infrastructure and support, HR management and support, and other business services.

The Results

Eclaro currently supplies and supports the client's IT infrastructure (including email, MS office applications, file and print services), as well as HR, payroll and recruiting services, allowing the client to focus on core business functions: growth and customer satisfaction.

YEAR 1



Managed Services Engagement Begins



Engagement begins providing managed IT and business Services in the US & Philippines

Eclaro provides start-up client with back-end technology infrastructure, talent acquisition, human resources and benefits support services to onboard 13 initial employees (5 US, 8 Philippines)

YEAR 2




Client Growth, Service Maturity



Client's start-up venture begins to grow; Eclaro supports growth via people and technology

Client adds an additional 12 team members (2 US, 10 Philippines) to support its growth. Eclaro provides talent acquisition services and new administrative services, expands current services to accommodate growth

YEAR 3



Eclaro Imbedded as a Trusted Partner



Client is 100% focused on core competencies: business growth & customer satisfaction

While Eclaro supports IT, talent acquisition, HR and other business services as a trusted partner, the client is 100% focused on developing and enhancing its InsureTech platform and on addressing its customers' needs