



Increase your capacity without adding to
your **payroll**.

THE SCALING DILEMMA

Growth creates more work.

Hiring creates more overhead.

As your business grows, so does the workload – but adding another full-time employee isn't always the right financial move.

Overloaded teams, unfinished work, and growth that becomes harder to manage.

**MORE
GROWTH**



**MORE
WORK**



**MORE
PAYROLL?**

There's another option.

OUR APPROACH: TEAM EXTENSION

We become an extension of your team - providing the support you need, when you need it, **without the cost of another full-time hire.**

CUSTOMER SUPPORT MANAGEMENT

Keep your customers supported without stretching your team thin.

INBOX MANAGEMENT

Organized,
monitored &
handled
consistently.

PHONE SUPPORT

Professional
support that
keeps customers
connected.

CUSTOMER FOLLOW-UP

Making sure
requests don't fall
through the
cracks.

SATISFACTION MONITORING

Identifying issues
before they
become bigger
problems.

Your customers get the support they need. Your team gets time back.

ADMINISTRATIVE & OPERATIONAL SUPPORT

We take the operational work off your team's plate so they can focus on the work that drives your business forward.

**Documentation & Data +
Backlog Support + Process
Support + Special Projects**

**Less busywork. Fewer
bottlenecks. More capacity.**





***“When the work
doesn’t fit neatly into
someone’s job
description, we step
in and get it done.”***

PROCESS & PROJECT SUPPORT

WHY EFFICIENTC

We don't just complete tasks. We become part of how your business operates.

YOUR SYSTEMS

We work within the tools, processes & workflows your team already uses.

YOUR STANDARDS

Support is customized around how *your* business communicates & operates.

YOUR TEAM

We integrate into day-to-day operations instead of functioning like a disconnected vendor.

Outsource support. In-house feel.

REAL BUSINESS VALUE

98%

SLA performance maintained at 98% or higher

24-48hr

standard customer response time

96%

average customer satisfaction rating

100%

project deadlines met on time

SUPPORT THAT SCALES WITH YOU

Get the support you need today – with the flexibility to increase or adjust it as your business changes.

START WHERE YOU ARE

Choose the level of support that fits your current workload.

SCALE WHEN YOU NEED IT

Choose the level of support that fits your current workload.

WITHOUT ADDING HEADCOUNT

Expand your capabilities without committing to another full-time hire.

More work shouldn't automatically mean more payroll.

NEXT STEPS

READY TO GROW?
LET'S TALK.

Let's build the support your business needs – without more payroll.

www.efficientcgroup.com