

# Transforming PowerPoint Support at Scale

## Client

Global Management Consulting Firm

## Challenge

Diversifying, expanding, and improving third-party support for PowerPoint and presentation design.

## Solution

After a rigorous due diligence process involving multiple prospective vendors, the firm selected Integreon as their preferred partner due to our proven ability to scale operations, innovate through technology, and deliver consistent, high-quality work.

Integreon initially launched a customized pilot program in 2012, starting with five dedicated offshore resources focused on PowerPoint support.

### A twelve-year partnership marked by growth, innovation, and trust.

Over the next decade, the program dramatically expanded in volume of work, scope of work, and number of resources.

- **Project volume increased by 41x** from 2012 to 2024.
- Direct integration into the firm's workflow enabled **seamless intake** for consultant requests and **rapid turnaround** of high-quality deliverables.
- Development of a **central reference library of 2,000+ slide layouts** and automated project design tools built to reduce manual effort and improve consistency.
- **Dedicated support resources grew over 250x**, spanning global delivery centers in Mexico, India, the Philippines and the U.S.
- Implementation of innovative **AI-enabled technology**:
  - Real-time design assistance tools
  - AI-based PowerPoint add-in
  - Automated project scheduling
  - Standardized estimation tools across sites

Integreon's **robust analytics** and **project tracking systems** bolstered the success and growth of the program, giving **full visibility into performance results** and enabling the data driven decision to **expand the program company-wide**.

## By the Numbers



# 250x

increase in  
dedicated  
resources



# 92%

consistent  
quality rating



# 41x

growth in  
project volume



# 24/7

global support  
service

## Results

- **Reduced turnaround times**  
*through automation, workflow enhancements, and a push estimation model for faster routing of special projects.*
- **Steady growth and expansion of support to meet demand**  
*with project volumes increasing by 41x since 2012.*
- **Improved quality control**  
*quality ratings consistently exceed 92%.*
- **Increased operational efficiency**  
*driven by automation, AI tools, and optimized workflows.*
- **Optimized resource allocation**  
*through estimation standardization and workflow automation.*
- **Heightened data security and compliance**  
*including Citrix VDI for secure remote work and dedicated U.S. teams for sensitive projects.*
- **24/7 global support**  
*enabled by the 250-fold growth of dedicated team members across 4 delivery centers worldwide.*
- **Broadened service offerings, including:**
  - Document services, data mining, and Excel support
  - Email marketing and survey building
  - Exclusive regional support hubs
  - U.S. based customer service teams

## Takeaway

Integreon's ability to **understand client needs, scale operations globally**, and consistently **deliver high quality, tech-enabled support**, empowered our client to provide exceptional support services to their consultants and case teams worldwide.

From a modest pilot to a global powerhouse, this client journey exemplifies **how strategic partnership and innovation can transform business support at scale.**