

# Customer-Centric Talent Transformation for a Global Technology Leader



## About the Client

The client is a Fortune 500 company specializing in enterprise storage, servers, and infrastructure solutions, supporting global IT transformation with large-scale operations.

## Their Challenges



**Drop in global vendor ranking**



**Lack of Ownership**



**Unsatisfactory NPS score**



**Gaps in internal collaboration**

## Case Study

### Client

Global Technology Leader

### Location

Bangalore, India

### Industry

Storage and Server Technology

### Turnover

US\$ 30 Bn (pre-engagement)

### Engagement Period

24 months

## Why they chose Bizwin



**Result orientation**



**Expertise in customer-centricity**



**Specialisation in consulting mindset**



**Execution-focused approach**



## Our Solution

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### Talent Transformation Program for Customer-Centricity and Consulting Mindset

Bizwin partnered with client's global leadership to transform customer-facing teams by embedding a customer-centric and consulting-oriented mindset across worldwide operations.

#### Key initiatives included:

- Delivered a customer-centric capability-building framework for global support and service teams
- Reinforced consulting mindset to improve customer engagement quality
- Aligned customer-facing processes to enhance responsiveness and accountability
- Coached teams to improve customer communication and problem-resolution effectiveness

## Results

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- Customer-facing teams adopted a more proactive and consultative approach
- Improved quality and consistency of customer engagements across regions
- Stronger alignment between service delivery and customer expectations

## Impact

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- NPS improvement
- Technology support metrics improvement

### GET IN TOUCH

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