



Case Study – Business Growth

Fast-growing company sees 'significant improvement to customer feedback

Fulkrum Technical Resources a specialist recruitment business within the oil and gas sector were looking to grow the business internationally, so contacted Incrementa as they wanted to understand where efficiencies and improvements could be made among its operations.

- **Problem**

The company were struggling to service the level of existing business it had, while still trying to grow in international locations. The business was already hugely successful within its specialised industry, but because of this demand was high and the company weren't quite ready for it.

- **Support provided by Incrementa**

Accelerated growth can be just as dangerous as no growth at all. It is crucial that a business whatever size sets the right pace.

- Incrementa reviewed the profitability of all the company's clients
- Reviewed the process of all customer facing operations

- **Outcome**

- Significant improvement to the company's customer feedback
- Improved operational efficiency of its client administration
- Helped boost annual turnover by £1m

- **Testimonial**

"Incrementa provided critical focused support on the operational efficiencies of our business. They have provided in-depth support to help us review the effectiveness and overall profitability of each of our clients and at the same time reviewed the process flow of the client facing operations, which led to significantly improved customer feedback. We were pleased with the outcomes, particularly as the support we received helped boost our annual turnover by £1m, with no additional costs."

Fulkrum Technical Resources

For further information about how Incrementa can help to support your business email enquiries@incrementa.co.uk or call 0116 2793652