

# TechCONNECT

## *New Strategic Improvement Program*

Details of TechFORCE's new business best practices program will enhance the overall services, support, and operational features of the Company. This program was implemented due to the growth that Tech Force has sustained over the past year. With the addition of several new clients and greater than 200% growth over the past year, Tech Force needed to institute additional services to better serve its client base. Features of the program include the addition of new senior leadership to the management team.



Detailing the program, Tech Force's Chief Executive Officer, Mr. Darrin Sherrill, said it was expected to achieve dramatic improvements to the overall services delivered both now and into the future. The improvements in services delivered will come primarily from added executive management and internal personnel structural changes, as well as enhanced software features included in TechNET, their online web-based support program.

Sherrill said the program was a significant reorganization and would further increase Tech Force's focus on the identification and execution of value-added projects and increased customer satisfaction. "The main intent of this program is to achieve a better and more efficient Tech Force, enabling the Company to move forward in a progressive and competitive manner in the support services market. We will focus our knowledge, skills, and talents on maximizing our value to existing customers, while executing business plans for new sales growth in our key markets." he said.

### **The key objectives of the improvement program are:**

- Simplifying Tech Force's organizational structure
- Reviewing & improving key business processes to add value
- Increasing customer satisfaction
- Improving the organizational culture

In addition, key decision processes across Tech Force have also been identified and benchmarked, with steps under way to upgrade processes for the continued growth. "All of the Company's key business processes have been reviewed, simplified, and strengthened. As a result, they are implementing a new streamlined organizational structure to have a meaningful impact on our customers. "The corporate restructuring of our operation redistributes our staff resources, allowing us to better meet the service and operational needs of our customers," commented Sherrill.

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