



Client Success Story

**PlanetPro's Sales Support Program
Boosts Productivity of 178K+ Sales
and Partner Reps Worldwide**

The Problem

After experiencing years of massive growth, this multinational high-tech firm had accumulated an array of software applications. Though designed to improve sales rep productivity, these tools also made for some work and a need for support.

To date, the client relied on an IT helpdesk to provide this support, and as the number of apps requiring support grew, so too did the helpdesk's charter. Over time though, the client had realized that the existing structure wasn't equipped to give the full range of support required because it lacked sales process knowledge.

The PlanetPro Solution

Working in partnership with the client, PlanetPro developed a custom program with several solutions designed to address its needs.

desk with sales support reps who could both support the various applications and address basic business process issues. By the end of this phase, PlanetPro supported 15,000 sales reps in the U.S.

In the first phase, PlanetPro amped up the client's IT help-

PlanetPro's Scaling Custom Global Sales & Partner Support Program

Phases >>	1 U.S. Sales support	2 U.S. Sales & Partner Support	3 U.S. & Europe Sales & Partner Support	4 Global Sales & Partner Support
Type of Service	Local Staffing	Managed Staffing	Managed Program	Global Managed Program
Professionals Supported	15K	48K	72K	178K
Countries Supported	9	19	32	40

Recognizing significant benefits from the program, the client asked PlanetPro to expand its services, provide support for both sales reps and partners, and move support beyond the U.S. to include Europe and Asia-Pacific. By the end of Phase 3, PlanetPro supported 22,000 internal sales reps and 50,000 partners in three global regions.

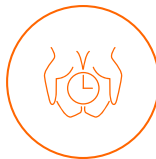
Finally, in Phase 4, the client outsourced its entire global sales and partner support process to PlanetPro. Here, PlanetPro took charge for providing global support to over 178,000 sales and channel partner reps, in local languages, for multiple countries around the world.

Client Benefits

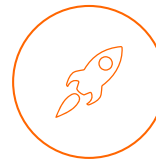
PlanetPro's customized program helped this client scale easily when required and enjoy the benefits of a longer-term solution with one service provider from start to finish. In addition, with PlanetPro managing the program, sales reps could focus their time on core revenue generating activities and leave the rest to the sales program experts at PlanetPro.

Key benefits

- » Enhanced sales rep productivity
- » Investment protection: Initial investment put into hiring contractors carries over into later program phases. Knowledge captured from the onset lends itself to a well-managed process further down the track.
- » Saved time from outsourcing management of non-core process to PlanetPro's expert sales & marketing program team.
- » Flexibility to scale: PlanetPro gives client ability to start small and to expand to a global scale and stay with one service provider throughout.
- » Significant cost savings: continuous improvements to process efficiency translate into long-term client savings.



More time for core revenue-generating activities



Flexibility to scale and stay with one service provider



Cost savings from continuous process improvements

Learn More

We're here and happy to chat about how our services can help you address your unique business needs. Get in touch with us at 925-277-0727 or hello@planetpro.com

PlanetPro is a Silicon Valley based firm that specializes in revenue acceleration services to grow your business.

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