Success story
Information Technology (IT)

Scaling Client Service Through Global Talent and AI-Powered Automation



ArcLight Consulting, an Addison Group company, needed a scalable way to improve delivery efficiency, reduce administrative burden, and create a repeatable value proposition for clients.

Challenge

ArcLight Consulting faced several recurring obstacles that limited team capacity and slowed delivery. During quarterly release cycles, subject matter experts (SMEs) were stretched thin as they balanced the need to assess new feature impacts with the manual testing required to validate each release. Support tickets also moved slower than desired because a single agent was responsible for every stage of the process, from client discovery and troubleshooting to configuration changes and resolution. These constraints made turnaround times dependent on standard business hours and individual availability.

At the same time, the team was managing a high volume of administrative work that pulled valuable time away from strategic client priorities. Tasks such as cloning Smartsheet workspaces, building newsletters, compiling quarterly release notes, and managing open enrollment questionnaires required significant manual effort. Clients were also looking for ways to control costs while improving the level of service they received, creating additional pressure during renewal conversations.

Solutions

ArcLight partnered with Addison Group's Global Excellence Center (GEC) to build a delivery model that could address these challenges directly. The GEC took ownership of manual testing during quarterly release cycles, allowing SMEs to focus on analyzing feature changes, preparing clients for upcoming updates, and advising on potential impacts.

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This division of work helped ensure testing continued thoroughly and consistently while higher-level client readiness remained in the hands of experienced consultants.

To improve support responsiveness, the GEC introduced a secondary ticket agent model. Primary agents remained focused on client-facing discovery and relationship management, while GEC resources handled troubleshooting, configuration updates, and validation. Because the GEC operates across different working hours, tickets could continue progressing after the primary team's day ended, helping accelerate response times and improve continuity for clients.

The GEC also identified opportunities to automate time-intensive administrative processes using AI. By streamlining recurring tasks such as workspace administration, newsletter creation, quarterly release note generation, and open enrollment questionnaire management, the team reduced manual effort and freed consultants to spend more time on client-focused work.

The Addison Difference

We know that great teams start with great people.

That means we focus on quality, not quotas. Because engaged, challenged consultants consistently deliver exceptional results. We prioritize trusted relationships with proven talent. And we never underestimate the importance of cultural fit. We know consultants aligned with a company's mission exceed expectations and excel in their roles. That's why, when timing is critical and stakes are high, our clients turn to us.

About Addison Group

Addison Group delivers specialized talent solutions and consulting services across finance & accounting, IT, healthcare, HR, and administrative functions. Our people-first approach helps organizations build high-performing teams, when and where they need them.

A full range of services

- Contract
- Contract-to-hire
- Permanent placements
- Executive search

Accolades

SIA 2026 Largest Staffing Firms in the US

Forbes America's Best Professional Recruiting Firms 2026