

VOCUS[®]
Marketing Cloud**Vocus**

- Building Name: Sun Life Center
- Size of space: 1000 sq m
- Number of seats: 210 seats
- Transaction completed in approximately 3 months

Requirement

Vocus, a cloud marketing and public relations software firm, was in need of a swing space while waiting for the completion of its negotiations and fit out of traditional office space. Initially, the client required a space for 14 employees.

Challenge

While providing for Vocus' initial requirement of a space for 14 employees was relatively simple to deliver, the main challenge was keeping up with the client's fast expansion. Within a year, the company had expanded from 14 employees to over 200 in several locations, which further challenged KMC Solutions to provide versatile options to accommodate and support their growth plans. Another challenge was also to provide for the clients' other needs such as extensive IT support over all their sites. The fit out of Vocus' traditional office space was also further delayed, so KMCS had to provide more seats while working with a shorter timeline.

Solution

By keeping open communication channels with the client and working with them in terms of projections on employee growth, KMC Solutions successfully delivered an appropriate solution that satisfies their needs.

- Timely delivery of services: Trying to guarantee a space in accordance with the client's growth timeline was difficult; however, KMC Solutions was able to quickly provide Vocus the space it needs along with other requirements, including IT infrastructure and technical support, ensuring smooth operations across all sites.
- Proactive and customized solutions: Even if it was not included in its scope of services, KMCS assisted Vocus in finding the right people who can set up a dialer software for them.