



# A **20,000 Record** Backlog Cleared in **60 Days.**

Achieved through on-site collaboration, rapid enablement, and a smarter training model



**Healthcare  
Data Entry**

# Creating a High-Performance Team in Record Time

Partnering on the ground to hire, train, and ramp a 60-agent team at unprecedented speed.

## CHALLENGE

A growing healthcare technology company was facing a persistent customer backlog of more than 20,000 records, driven by 20% month-over-month growth and limited internal staffing. Their existing onboarding process couldn't ramp new agents quickly or consistently enough to keep pace, and documentation gaps made it difficult for teams to deliver accurate, repeatable outcomes. To clear the backlog and support rising demand, the company needed a partner who could develop training materials on-site, rapidly hire and enable new agents, and create a scalable support model without disrupting daily operations.

## SOLUTION

Five Star partnered directly with the client on-site to build a rapid, scalable support model that combined fast hiring, custom training, and hands-on knowledge transfer.

- **Developed** tailored training materials and documentation
- **Conducted** on-site working sessions with client leaders
- **Hired and onboarded** 60 agents in record time
- **Standardized** workflows for accuracy and consistency
- **Cross-trained** staff to support multiple channels
- **Implemented** an enablement model built for sustained growth

This collaborative, embedded approach equipped the team to clear the backlog quickly while establishing a stronger foundation for long-term scalability.

## RESULTS

The on-site partnership enabled the client to ramp a fully trained 60-agent team in a matter of weeks, giving them the capacity needed to eliminate the 20,000-record backlog within 60 days. Custom training materials and standardized workflows improved accuracy across channels, while cross-training allowed agents to shift seamlessly between phone, chat, and data-entry tasks. The rapid-response model not only cleared the immediate backlog but also strengthened day-to-day operations, giving the organization a more scalable, consistent support structure as monthly volume continued to grow.

## MEASURABLE IMPACT

### 20,000-Record Backlog Cleared

#### Rapid capacity built through on-site enablement

*A cross-functional team was trained, standardized, and fully operational in record time, eliminating a months-long backlog without disrupting daily operations.*

### 60 Agents Hired and Trained

#### A scalable workforce built from the ground up

*Five Star developed custom training materials, delivered on-site sessions, and established a repeatable onboarding model, ensuring consistency across new hires.*

### Faster Service Delivery

#### Standardized workflows and clear documentation

*New process guides, knowledge resources, and streamlined procedures improved accuracy across tasks such as verification, data entry, and member support.*

### Multichannel Coverage

#### Cross-trained agents for multiple workflows

*The new team was trained to handle phone, chat, and back-office tasks, allowing the client to route work dynamically and respond to demand in real time.*

### Support for 20% MoM Growth

#### A foundation designed for scale

*The rapid-response model created durable capacity and positioned the organization to keep pace with continued growth while maintaining service quality.*

### Improved Customer Experience

#### Faster resolutions and fewer delays

*Clearing the backlog and establishing consistent workflows reduced wait times, minimized errors, and provided members with a more reliable service experience.*

RAMP FAST. SCALE RIGHT.

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Five Star Solutions helps businesses deliver exceptional customer experiences through outsourced service, automation, and AI-driven innovation.