



# CASE STUDY



INDUSTRY: SELF-STORAGE AUCTIONS

TECHNOLOGY-ENABLED PROPERTY MANAGEMENT

A leading auction platform serving the self-storage industry was entering a phase of accelerated growth, including expansion into international markets. With multiple support lines, evolving priorities, and complex customer scenarios, they needed a CX partner who could deliver more than staffing—they needed real leadership.

## THE CHALLENGE

The client's internal leadership team was stretched thin by rapid growth, evolving KPIs, and the need for higher retention and training consistency. They needed a partner who could take initiative, solve proactively, and help reshape their customer operations from within.

## World Connection's Solution

World Connection embedded a hands-on operations leader who transformed frontline delivery through direct mentorship, a full QA process redesign, and by taking ownership of new hire training. This leader didn't wait for directives—he brought solutions, elevated team morale, and introduced ideas the client readily adopted.

**In high-growth environments, true CX transformation comes from partners who lead alongside you. WC embeds operational leaders who improve culture, retain talent, and accelerate change.**

**“World Connection leads by example. Their initiative, culture, and coaching have become the standard we strive to replicate.”**

## Outcomes

Revamped QA process improved performance and coaching

WC took over new hire training, reducing internal strain

WC leader became a trusted advisor and role model

Support team adapted seamlessly to new product rollouts and KPIs

Long-term agent tenure became the new norm—even in high-stress roles

**If your frontline teams need more than coverage—if they need vision, stability, and momentum—World Connection is ready to step in and lead.**