

## CASE STUDY

# Let's Pave & Outsource Solutions Group



**CLIENT:** Let's Pave



**INDUSTRY:** Paving & Pavement Management

**LOCATION:** Oak Brook, Illinois, USA

**SERVICES:** Parking lot and pavement maintenance, repairs, and project management

## Executive Summary

OSG launched a highly collaborative onboarding program for Let's Pave immediately after the company became a customer, creating a smooth transition from its previous managed service provider. Through coordinated kickoff and transition meetings, onsite support was quickly established with engineers who would remain actively engaged during the first 60 days. On the first day of onboarding, OSG also resolved a long-standing Wi-Fi performance issue within hours, delivering immediate value and building confidence across the organization.

Following the start of the engagement, OSG worked closely with Let's Pave to design and execute a structured onboarding process. After an initial kickoff call and several transition meetings with the outgoing managed service provider, both teams aligned on an onsite start date to begin the next phase of support. Let's Pave's point of contact reinforced the collaborative tone of the engagement by introducing the OSG team by name to all employees and encouraging staff to stop by the designated meeting space to connect with the project manager and engineers.

OSG intentionally assigned two engineers to the onboarding effort because those same team members would provide recurring onsite support throughout at least the first 60 days of the relationship. That continuity helped establish trust quickly and ensured the engineers could begin learning the environment firsthand from day one. When Let's Pave raised a Wi-Fi issue that had affected the east side of the office for nine months, OSG engineers Ray and Derek investigated and resolved the problem within hours, demonstrating both responsiveness and immediate operational impact.

