

Design Your Support

Better systems. Smoother workflows. Support that actually works.

Fractional Leadership

What this service is

Fractional Leadership is for businesses that have a support team in place but need experienced part-time leadership. This service can include overseeing the team, improving day-to-day support operations, strengthening consistency and accountability, and providing the strategic direction needed to help support function more effectively without hiring a full-time manager.

What's included

- Part-time leadership of your customer support team
- Day-to-day oversight and support management as needed
- Workflow review and identification of operational gaps
- Coaching, guidance, and accountability for team members
- Strategic support leadership without the commitment of a full-time hire

Best fit for

Businesses with an existing support team that need stronger leadership, clearer structure, and experienced customer support management on a part-time basis.

What you can expect

You will have experienced leadership in place to help your support team operate more smoothly, stay more consistent, and deliver a stronger customer experience while building a more sustainable support function overall.

Starting investment

Starting at \$2,500/month for defined leadership support in lower-complexity environments (10 hours per week). Final pricing depends on team size, support volume, channel count, and scope of involvement.

Next step

Book a consultation to talk through your team structure, support needs, and whether fractional leadership is the right fit.