

CASE STUDY · DELTEK × TEAMSUPPORT

How Deltek Used AI to Scale Support for Its Growing ComputerEase Service

The 25-person Payroll Services division supporting Deltek ComputerEase customers replaced manual reporting and lengthy ticket review with real-time intelligence and AI-assisted workflows.

1,000+

ComputerEase customers served

150+

complex inquiries at daily peak

5–60 min

ticket review time prior to One TeamSupport transition

THE STORY

A Secure Foundation for Complex Payroll Support

Delteck Payroll Services, a division of the ComputerEase business, manages sensitive, time-critical payroll and compliance requests across Onboarding, Tax and Operations, and Support. Since implementing TeamSupport Classic in 2020, the division grew from six team members to 12 in 2023 and has since expanded to 25. Now on One TeamSupport, the team serves more than 1,000 B2B clients while managing increasingly complex customer needs.

Scaling securely without adding headcount was the next challenge.

As customer needs grew more complex, Deltek needed a modern, AI-powered platform to reduce manual work, improve operational efficiency, and support continued growth. With security non-negotiable for sensitive payroll and compliance data, the team selected One TeamSupport's AI-native platform, leveraging the Secure Customer Hub to protect customer information while streamlining service.

DIVISION

Delteck Payroll Services

SOLUTION

One TeamSupport, AI-native platform

FOCUS

Payroll & compliance support at scale

TEAM GROWTH

6 → 25 team members since 2020

THE OPERATIONAL CHALLENGE

Business Demands That Drove the Move to One TeamSupport



REPORTING

Eliminating blind spots

Leadership spent up to one week compiling operational metrics and ticket trends for executive All Hands meetings.



CAPACITY

Growing without adding headcount

Agents spent 5 to 60 minutes reviewing dense, multi-thread ticket histories before they could act.



COMPLIANCE

Maintaining SOC 2 while streamlining workflows

Agents manually searched for state-specific tax guidance and routed complex compliance requests across multiple teams.



"If my team is not successful, my team will fail. If my team fails, we lose clients and then the business isn't successful."

Tiffany Gilroy, Payroll Services Support & Onboarding Mgr · ComputerEase

From Manual Work to AI-Assisted Support

Moving from TeamSupport Classic to One TeamSupport gave Deltek faster access to operational data and compliance knowledge, richer ticket context, and routine workflow automation.

WORKFLOW	TEAMSUPPORT CLASSIC	ONE TEAMSUPPORT: AFTER THE TRANSITION
Data Reporting	Up to one week spent manually building reports and pulling metrics.	80% <i>less reporting time</i> Research Workspace surfaces ticket themes and customer-request trends, helping leadership justify strategic hires.
Ticket Summarization	Agents manually reviewed long, complex ticket threads, spending 5 to 60 minutes per ticket.	Up to 1 hour <i>saved per ticket</i> Ticket Assist condenses multi-thread conversations into an AI-generated summary, giving agents instant context.
Knowledge Sharing	Agents relied on ticket categorization and manual searches for compliance answers.	Instant <i>compliance intelligence</i> Internal KBs & Ask Kevin dynamically surface state-specific tax requirements within ticket workflows, guiding agents with precision.
Workflow Automation	Teams relied on manual workflows to route work, close stale tickets, and manage bulk ticket imports.	Fully Automated <i>manual work</i> Dynamic Automations close stale tickets while connected integrations streamline bulk imports and routing – all powered by AI.

How Leadership Turned AI-Driven Efficiency into Business Value

Leadership can now see ticket themes and client request trends without waiting for a week-long manual data pull. Agents can enter complex conversations with a summary of the ticket history and surface relevant compliance guidance without leaving the workflow. The result is less time spent assembling information and more capacity for specialists to focus on accurate resolutions and strengthening client relationships.

NEXT PHASE

The Vision Ahead: Expanding the One TeamSupport Footprint

After establishing a foundation with AI Productivity Tools and AI Research Workspace, Deltek Payroll Services is preparing for its next phase of platform expansion to support consistent process flow and customer communication:



Customer Playbooks

Automate complex workflows across onboarding, tax, and client cancellations. Leadership gains real-time visibility into progress, customer bottlenecks, and where intervention or coaching is needed.



Engage and Broadcast

Replace legacy mail-merge solutions with streamlined client communication managed directly in the platform.



Advanced AI Adoption

Continue embedding AI in daily workflows to increase efficiency and accuracy without expanding operational overhead.

A Platform for Continued Growth

By combining enterprise-grade SOC 2 security with AI-driven intelligence, Deltek Payroll Services transformed time-consuming manual processes into real-time operational insight. One TeamSupport uses AI to accelerate access to precise, state-specific compliance knowledge while streamlining workflows across customer-facing teams.

The result is an AI-powered operational ecosystem built to scale complex B2B customer support without requiring exponential headcount growth.

For B2B organizations managing complex workflows, high-stakes compliance, and growing customer bases, Deltek's journey demonstrates the value of an AI-first approach: empowering teams to deliver faster service and more accurate resolutions while driving measurable business value.



"AI isn't replacing your team's jobs, but it will help your team work more efficiently. Upgrading to One TeamSupport gives you the rich AI features needed to deliver faster, highly accurate resolutions."

Tiffany Gilroy, Payroll Services Support & Onboarding Mgr · ComputerEase

See how One TeamSupport can help your team scale complex support.

www.teamsupport.com