CASE STUDY

DELEGATION & OPERATIONS CONSULTING

DAVID C: FOUNDER OF AN ENGINEERING FIRM

Client Testimonial: *"I thought I was indispensable. Apex showed me I was actually the problem. Learning to delegate transformed my business and gave me my life back. My team is more capable than I gave them credit for."*

CLIENT COMPANY OVERVIEW

- Engineering services firm with 22 employees
- Annual revenue: $3.1M
- Challenge: Founder bottleneck preventing growth

THE SOLUTION

Apex Virtual Solutions provided a 6-month consulting engagement including:

- Delegation assessment and leadership style audit
- Custom delegation framework identifying tasks to delegate, automate, or eliminate
- Training for David and his leadership team on trust-based delegation
- Systems for quality control without micromanagement
- Authority matrix defining decision-making levels
- Monthly coaching sessions to reinforce new habits

THE CHALLENGE

David personally approved every client proposal, reviewed all technical drawings, and made every hiring decision. His team was capable but waiting on him for everything. Growth stalled at $3M despite strong market demand because David couldn't delegate effectively. He was the bottleneck, working 70+ hour weeks and approaching burnout.

RESULTS (12 MONTHS POST ENGAGEMENT)

- David delegated 65% of previous tasks to his team
- Proposal approval time reduced from 5 days to same-day
- Employee empowerment scores increased from 4.2 to 8.9 (out of 10)
- David's work hours reduced from 70 to 48 per week
- Revenue grew from $3.1M to $4.2M (35% growth)
- Successfully hired and onboarded 6 new team members
- **David took his first 2-week vacation in 7 years**