



RETIREMENT SOLUTIONS CASE STUDY

Program Objectives:

- Grow capacity within the retirement solutions area
- Drop utilization while maintaining service levels
- Introduce consistent, daily management reporting
- Enable capacity forecasting, planning and cross-training to support 6 month service improvement and absorption of additional client business

Results:



Increase Throughput

- Increased efficiency by 25% after 20 weeks
- Decreased utilization by 8.39%



Backlog Reduction

- 14% reduction in backlog, allowing for improvement in service levels across all clients

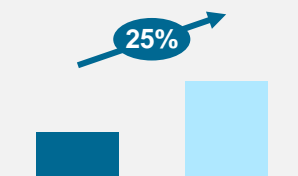


Labor Cost Reduction

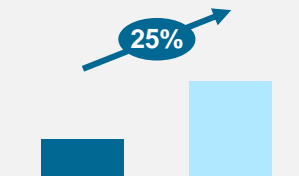
- Annualized ROI of 3.4 : 1 achieved by project completion

The realization of benefits

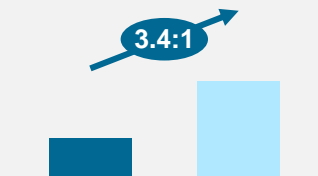
Efficiency



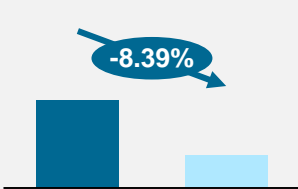
Productivity



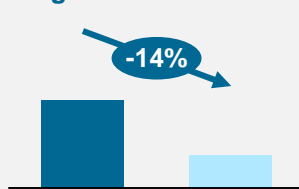
ROI



Utilization



Backlogs



Efficiency/Quality

