



WORKFORCE
SOLUTIONS

OUR PRODUCT IS SERVICE

CASE
STUDY

LOCATION: MICHIGAN

A POWERFUL PARTNERSHIP

SERVICES PROVIDED: MAIL CENTER, INBOUND, AND OUTBOUND
PACKAGING SERVICES



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THE CHALLENGE

One of the largest energy companies in Michigan needed to reduce overhead expenses and increase efficiency in its mailroom. Exploration of cost savings was the primary goal of the outsourcing request for proposal.

The company operated two separate mail centers to serve corporate headquarters and multiple out-of-state locations. These operations were staffed by the company's long-term employees.

The 125-year-old energy company, with 7500 employees serving 1.8 million households in 275 cities across Michigan, has always recognized employees as its most valuable asset. Management at the \$6.8 billion company was concerned about the impact of the outsourcing process and determined to avoid any potential negative consequences on company culture. With this in mind, the company's management also recognized the need for changes in the cost structure.

THE SOLUTION

EG Workforce Solutions worked with the client's selection committee throughout the bidding and decision-making

process. Beginning with nine contenders, the team was educated on a variety of approaches. The client team had to balance cost savings with cultural issues in deciding the path to take.

The EG Workforce Solutions approach — People, Process, and Technology — blended with cost savings became one of three finalists. Company executives were pleased to see that people came first with EG Workforce Solutions, aligning with its own culture. Additionally, management became increasingly comfortable with outsourcing as the EG Workforce Solutions process became clear: delivering measurably better employees, engaging in pro-active communication with company managers and staff, and providing fully-accountable on-site management and end-to-end training. Competition for this premier account was intense, but the decision was made to partner with EG Workforce Solutions.

Once the decision was made, the implementation began. Seamlessly working together with the representatives from the company, the EG Workforce Solutions team enabled the transition to take place under a very tight timeline. The key to this success has been the true partnership between our company and the trust EG Workforce Solutions earned with our client.



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THE OUTCOME

The energy company's director of operations said, "EG Workforce Solutions has proven to be an adaptive, responsive partner." This is the result of over 55 years of combined management experience in virtually all sectors of the industry. She continued to say,

"This is where EG Workforce Solutions stood out, putting people first. Our mailroom operations have never run this efficiently and at a large cost saving to our company."

As part of our metrics with our clients, EG Workforce Solutions utilizes a quarterly customer service survey called Net Promoter Score, to measure client satisfaction. This independent research confirmed the wisdom of the decision- based on direct feedback from the client regarding their willingness to recommend EG Workforce Solutions to their industry peers. EG Workforce Solutions ranks best-in-class and places EG Workforce Solutions alongside global powerhouse brands like Apple, Amazon, and Google.

Partnering with EG Workforce Solutions has helped reduce the burden on management, allowing an increased focus on core business challenges with a powerful impact. This sprawling, culturally-aware energy producer went from having a deep-seated fear of outsourcing to plans of entrusting yet another sensitive, non-core department to EG Workforce Solutions — the partner they trust to keep the company on the path to continual improvement of company performance.

