



WORKFORCE
SOLUTIONS

OUR PRODUCT IS SERVICE

CASE
STUDY

LOCATION: KALAMAZOO, MICHIGAN

HIGHER SERVICES HIGHER EDUCATION

SERVICES PROVIDED: MAIL CENTER, INVENTORY MANAGEMENT,
PACKAGE DELIVERY, AND SHIPPING AND RECEIVING



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THE CHALLENGE

EG Workforce Solutions had the challenge of meeting the unique needs of a dynamic, student-centered research university with an enrollment of nearly 25,000. The university is focused on delivering high quality undergraduate instruction, advancing its growing graduate division and fostering significant research.

With two locations encompassing more than 100 on-campus buildings and multiple satellite campuses, the university faced an acute need for superior facilities support personnel and decided to pursue a workforce solution. In addition to seeking experienced staff for its mailroom, shipping area, and other locations, it needed help in successfully integrating these personnel into its existing workforce.

“We felt we needed the services of a market leader and true veteran in facilities management,” said the Director of Logistical Services at the university.

The EG Workforce Solutions team approached the university's competitive bidding process as it always does—thoroughly prepared with a customized plan and the resources to make it work.

“EG Workforce Solutions had the whole package, here and now,” noted the Director.

It was evident that EG Workforce Solutions was the right choice early on, and the firm was tapped for the assignment.

“Our initial step involved engaging EG Workforce Solutions and despite some initial concerns among our union employees, a strong collaboration between our existing team and temporary staff soon evolved,” said the Logistics Director.

The integration of university and EG Workforce Solutions employees has been so seamless that many EG staffers consider themselves to be part of the university; in fact, a project manager from EG was invited to attend university management meetings and is now considered a valuable member of the group.



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THE OUTCOME

As EG Workforce Solutions has become increasingly integrated into the university's workforce, labor costs across the school's campuses have stabilized, allowing for improved planning and budget forecasting in the areas EG serves. Importantly, these costs have stabilized at significantly reduced levels as a result of EG's competitive pricing and the elimination of outlays such as worker's compensation and healthcare premiums. The result has been significant savings for the university over the years.

"Our partnerships aim to drive measurable business outcomes that deliver value and certainly that is the case with our solution at the University" said Mark Lancaster, CEO EG Workforce Solutions

The Director of University Logistics explains that EG has also brought innovative solutions to the university mailroom. They recommended and implemented an innovative system of mail-stop codes, hand-held tracking devices and centralized mail-stops within university buildings to improve the mail delivery process throughout campus. The result has been increased operational efficiency even as the campus has grown, and the virtual elimination of the potential for lost packages.



"From my perspective, this is an ideal partnership model," said the Director. "No 'marriage' is perfect, but we have an excellent line of communication, and EG has proactive, innovative staff who show up every day—and on time every day."

"Having EG on-site and running several key support functions has greatly increased my available time," continued the Director. "I'm now able to focus my attention on implementing new initiatives, while EG handles all the day-to-day, HR-related matters that used to keep my hands tied for days on end. Their staffers are highly dedicated and absentee issues are simply non-existent."



EARNING THE BUSINESS

A recent university bid process—a renewal opportunity for EG—played out in much the same way as it did when the university first sought help for its outsourced needs. The university accepted bids from four providers, all of whom attended the university's pre-bid meeting.

The EG team provided strong, strategic answers to the university's questions, clearly demonstrating their proficiency in addressing the university's challenges—and possibly contributing to the decision by some providers not to submit a formal proposal. Once again, the university turned to EG as its partner of choice.

"EG Workforce Solutions has truly stepped up to the plate and keeps delivering the whole package, time and time again. There is simply no comparison," said University Director of Logistical Services.