



Situation

To reduce costs, one of Michigan's largest energy companies needed to reduce overhead and increase efficiency in its two mail centers. So company officials decide to outsource mail distribution.

The decision was not an easy one to make. The 125-year-old energy company, with 7500 employees serving 1.8 million households in 275 cities across the state, has always considered employees its most valuable asset. The mail centers employed a significant number of long-term workers. Leaders at the \$6.8 billion company were concerned about the impact of the outsourcing process on those employees and the overall company culture.

EG Workforce Solutions was one of nine contenders for the outsourcing project. Our team of experts worked with the client's selection committee throughout the bidding and decision-making process.

In reviewing each company's approach, the client team sought a solution that would balance cost savings with cultural preservation. Competition for this premier account was intense, but the company managers chose EG Workforce Solutions.

Solution

Once the decision was made, the EG Workforce Solutions team began working alongside representatives from the company, making a seamless transition under a very tight timeline.

The EG outsourcing approach involved a highly efficient process and innovative technology. But people were at the core of the plan. EG focused on recruiting exceptional employees, maintaining proactive communication with company managers and staff, and providing fully-accountable on-site management and end-to-end training.

The key to success was the strong partnership between the company the EG Workforce Solutions team.

Results

Company execs of the sprawling energy producer were pleased that people were at the heart of the EG outsourcing effort.

Today, the energy company's mail centers are running at maximum efficiency, and at a reduced cost. The firm's leaders are focused on core business challenges rather than mail issues or culture concerns. And they consider EG Workforce Solutions a partner in keeping their company on the path to continuous improvement.

