



Situation

With an annual enrollment of 25,000 at two locations encompassing more than 100 on-campus buildings and multiple satellite campuses, Western Michigan University serves students from around the world in undergraduate, graduate, and research program. But the university's leadership needed help managing non-core departments.

In particular, WMU had an acute need for facilities-support personnel. School officials sought experienced staff for its mailroom, shipping area, and other locations, as well as a program for successfully integrating these personnel into the existing workforce.

The university asked EG Workforce Solutions, a well-known market leader in facilities management, to enter its competitive bidding process.

The EG Workforce Solutions team prepared a customized plan that outlined the resources WMU needed. WMU's leaders liked what they saw; they hired EG.

Solution

The EG Workforce Solutions outsourcing team worked through some initial concerns from union personnel, and quickly went to work. Soon, EG's employees were working alongside WMU's staff, forging a seamless relationship that made EG staff members feel like part of the WMU team.

Results

Today, EG Workforce Solutions workers are fully integrated into the university's workforce, Labor costs across the school's campuses have stabilized. Planning and budget forecasting are easier in the areas where the work is outsourced to EG. EG has also helped cut costs significantly, thanks to competitive pricing and the elimination of worker's compensation and healthcare costs.

EG Workforce Solutions has brought innovative solutions to the university mailroom, as well. The result has been increased operational efficiency and the virtual elimination of lost packages.



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