

Leading West Michigan University

EG supports non-core departments to empower our clients to support other critical business functions. For one leading West Michigan university, that meant providing quality control within their mailroom.



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 facilities support personnel and decided to pursue an outsourced 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 get results. 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 staff members consider themselves to be part of the university team.

Solution

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 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, President & CEO, EG Workforce Solutions.

Results

The Director of University Logistics explains that EG Workforce Solutions 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 as the campus has grown and the virtual elimination of the potential for lost packages.