

Faced with increasing pressure to decrease operating costs, a leading Pension and Group Benefits administrator in Hong Kong engaged Trindent to improve the productivity of their back-office functions. The company sought to accommodate a business expansion project while keeping staffing levels constant.



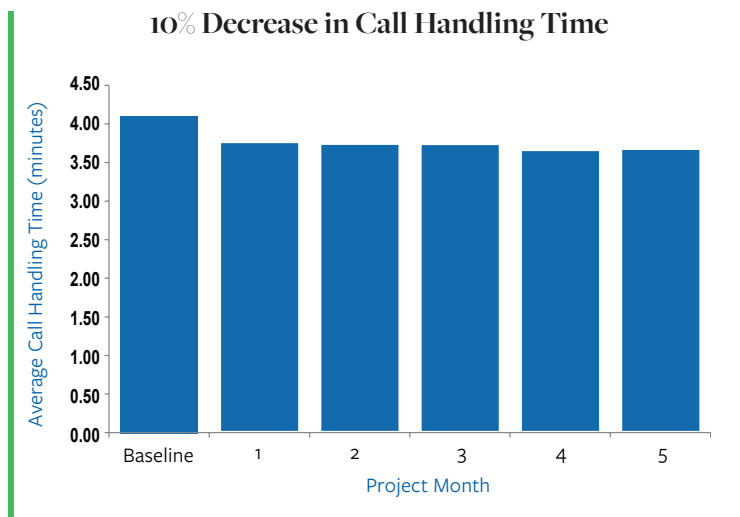
\$4MM
EBITDA IMPROVEMENT

HOW WE MADE IT HAPPEN:

- Reduced redundant process steps by 30% through:
 - Introducing random sampling
 - Enforcing personal accountability for data entry errors in-process
 - Improving error monitoring tools
 - Installing new agent training tools
- Reduced error rates on incoming documents by 11% through simplification of existing forms and online submissions
- Reduced call duration and call logging times in customer service, decreasing average handling times by 10%
- Managed workload fluctuations by crewing to weekly volume estimates and using temp staff for peak periods
- Installed tools to evaluate employee skills and talents. Guided managers through coaching exercises to harness talent and translate it into performance by leveraging active management
- Developed a rewards and recognition program to align employee behaviors and performance with business targets and objectives that were understood by all levels of the company

RESULTS:

The client experienced a 10% reduction in labor, benefits, and overtime costs following the engagement. Savings were captured after only 19 weeks, and a robust sustainability program was installed to ensure the gains will remain part of the performance driven culture at the company.



We are here to Make It Happen™.
Contact us for a complimentary assessment to help solve your complex business issues at info@trindent.com.