



TRC MVP Solution Delivers Savings and Productivity to Global Telecom Leader

THE CLIENT: A global telecommunications company

THE FUNCTION: Highly regulated legacy billing center located in Metropolitan Atlanta, GA

Our client evaluated their alternatives to manage their critical functions. They selected a solution that brings the flexibility and cost benefits of outsourcing while maintaining the control necessary to comply with complex regulations.

The Challenge

To produce, enclose and mail 1 million paper bills a day with zero defects. A just-in-time workforce would benefit the organization by consistently providing high levels of productivity, efficiency and substantial cost savings.



TRC'S Approach

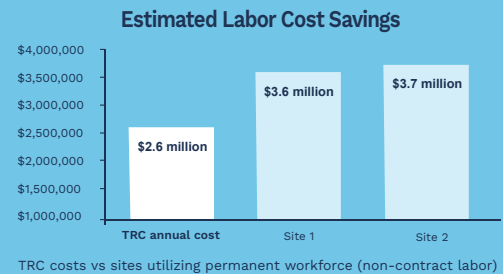
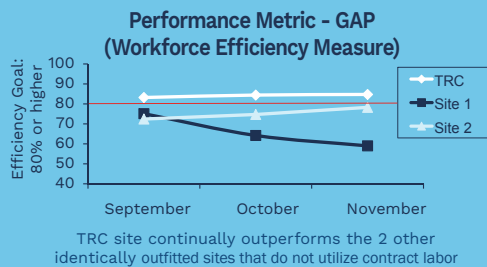
TRC worked side-by-side with customer to develop a co-sourcing solution to generate cost savings and increase productivity within the Georgia billing center. This customized co-sourcing plan provided ways and means of effective billing facility output. Some features of this plan include:

Cost Savings

- Provide Onsite Managers to oversee the day-to-day operations of the facility
- Fill all positions in the facility: machine attendants, ware-house attendants, print operators, mailroom clerks, quality assurance techs, clerical and administrative support and supervisors
- Pay scale based on experience and performance, medical, dental, life insurance, 401(k), paid holidays, paid vacation and paid personal days to employees
- Provide workers compensation insurance
- Decrease turnover
- Client does not pay for “no bill days”; saving the client over \$110K each year

Productivity Increase

- Develop penalty clauses that state if TRC cannot meet production goals, we will incur a penalty charge
- Increase efficiency
- Develop new shift schedules
- New machinery and monitoring with hardware provider
- TRC corporate assistance in development of training initiatives, video, and manual for site
- Performance monitoring, production trends and operational gap reporting
- Hearing, testing, and remediation, OSHA



The Results

Documented cost savings and performance enhancements year over year has resulted in a relationship between TRC and the client for over 10 years.

- 85 employees currently working, reduced from 120
- Yearly hard dollar cost savings in excess of \$1.1 million
- Most efficient and cost effective facility of the 3 locations
- Less than 3% Turnover
- 42.5% of TRC employees have 2+ years of tenure
- Dramatically outperform other 2 sites

