Samples of Our Clients’ WorkOut Results

**Technology**

- Delivered a support strategy for public safety wireless data solution; to achieve a high level of customer satisfaction while contributing to growth objectives:
  
  Results:
  
  o Convenient source for answers built into existing 1-800-# service
  o Website customized with capabilities to address solution-specific components & customer requirements
  o Education program for in-depth solution knowledge

- Developed wireless data solutions that are quick to market & exceed user requirements:
  
  Results:
  
  o Solution based on open architecture enabled for emerging technologies
  o Enhanced data capture, peer messaging, methodology that maps customer requirements to infrastructure.

**Utility**

- Matched accounting rules to business practices.
  
  Results:
  
  o Simplified procedures, revised calculations and inputs created a significant rebalancing of financial resources, realizing new revenue gain of up to $5 million, repeatable yearly.

- Changed an average safety record and contention between labor and management.
  
  Results:
  
  o Tangible changes in safety inspections, increased communication and employee involvement in all safety decisions, and a rewrite of the Safety Manual – within 5 days with strong partnering between Union and Management and 100% consensus on ALL modifications.
  
  o Perhaps more significantly, Union and Management committed as full partners to roll this out in the field in order to improve the company’s safety record.
Consumer Services

- Increased sales by $500,000 annually by selling through and to internal businesses.

- Simplified the in-store audit process which was inconsistent, complex and cumbersome it impeded the Store teams from doing their regular work and serving the customer.

  Results:
  - In-store audit completed in one, consolidated 30 minute review, tailoring standards to Store-type, reducing:
    - 83 measurements in non-gasoline stores to 17
    - 117 measurements in gasoline stores to 42
    - From safety as condition focused to safety is behavioral focused
    - From clean conditions measured on multiple audits to measured by customer perspective

Financial Services

- Implemented a financial planning process to serve the needs of the entire customer spectrum

  Results:
  - Structuring appropriate features & benefits to different customer segments
  - Developed prospect & client interfaces for different segments
  - Point of service skills and development needs process delivered

- Integrated two disparate compensation systems into one during a merger process.

Manufacturing

- Reduced cycle time on one manufacturing process by 34%.

- Productivity gains in the manufacturing process, in the working relationship between engineering and manufacturing, and through developing a new process for measuring productivity.