

eCommerce solutions



American provider of global eCommerce solutions, shipping and mailing products, location intelligence, customer engagement and customer information management solutions



Objectives

Over the past years, our client had been struggling to integrate some acquired operations.

The scope of the project was end-to-end including city offices. The program focused on quality and productivity working with the support centers and 75 facilitates management sites.



Tools

- Installed quality improvement process and business operating system in all of the facilities management sites
- Extensive quality and systems training was provided to all levels of operational and executive management. This training enabled these organizational members to understand better and fully utilize the systems and solutions that were installed, and to perpetuate the savings



Outcomes/ Deliverables

- Organizational alignment: Reduced the manpower costs by the equivalent of 76 employees
- Reduced operating expenses by \$2.5m
- Training enabled organizational members to understand better and fully utilize the systems and solutions that were installed, and to perpetuate the savings

Proudfoot