



LEAN AND ENGAGED DATA PROCESSING

- **Client:** Ecova
- **Business Area:** Utility Expense Data Management
- **Opportunity:** Streamline the work to pay utility bills and monitor utility usage for millions of customer sites every month
- **Results:**
 - Combined multiple roles to form vertical customer-focused teams with fewer handoffs and clearer accountability for meeting team goals
 - Deployed whiteboards and huddles to provide visual controls so that teams could manage their own daily work
 - Reduced staffing through attrition by **16 FTEs**, while also absorbing a volume increase of **10.3%**
 - Total volume-adjusted financial impact of **\$1.3 million annually**