



## SHARED SAVINGS FROM STAFFING MODELS

- **Client:** Ecova, Inc. – a leader in Energy Management
- **Business Area:** Energy Monitoring and Optimization Contact Center
- **Opportunity:** A contact center with strong seasonal work variation needed to right-size staffing for workload
- **Approach:** Led a Lean Engaged Team Performance effort to optimize labor efficiency
  - Deployed a self-reported time study to measure all work types
  - Developed a staffing model based on time study standards
  - Reorganized into Client Focused Teams for cross-functional coverage
  - Realigned individual work schedules with by-the-hour load projections
  - Aligned annual hiring and training plans with workload variation
  - Reduced staffing through attrition in off-cycle seasons
  - Implementation Partners' fee structured as a portion of the savings
- **Results:** \$530,000 per year in improved labor efficiency