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.

**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 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, warehouse 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

### 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

### Performance Metric - GAP (Workforce Efficiency Measure)

<table>
<thead>
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<th>Efficiency Goal - 80% or higher</th>
<th>September</th>
<th>October</th>
<th>November</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRC</td>
<td>85.00</td>
<td>80.00</td>
<td>75.00</td>
</tr>
<tr>
<td>Site 1</td>
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<tr>
<td>Site 2</td>
<td>55.00</td>
<td>50.00</td>
<td>45.00</td>
</tr>
</tbody>
</table>

TRC site continually outperforms the 2 other identically outfitted sites that do not utilize contract labor.

### Estimated Labor Cost Savings

- **TRC annual cost**: $2.6 million
- **Site 1**: $3.6 million
- **Site 2**: $3.7 million

TRC costs vs sites utilizing permanent workforce (non-contract labor)

This case study is an actual account of a telecommunications client of TRC Staffing Services, Inc. Names are not used in this study to ensure the telecommunication organizations anonymity in today's highly competitive marketplace. Please refrain from disclosing content to our competitors or any third party.