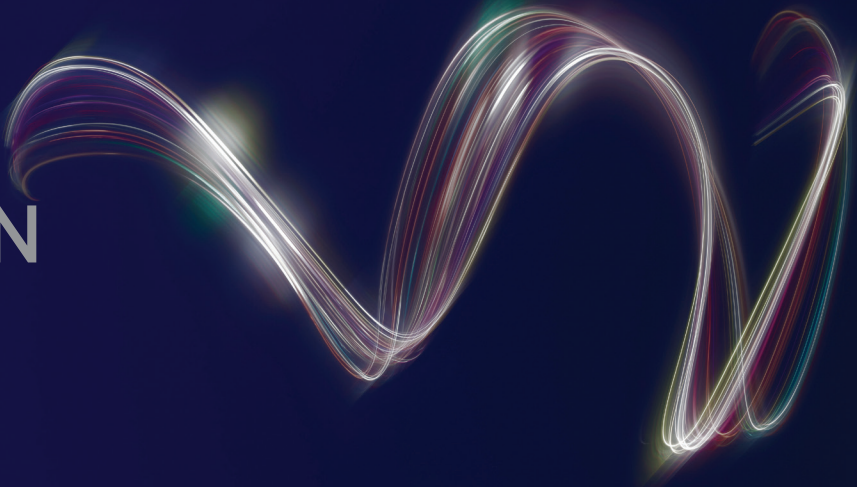


# OPERATIONS OPTIMIZATION CUSTOM SERVICES



## ACHIEVING THE RESULTS YOU WANT

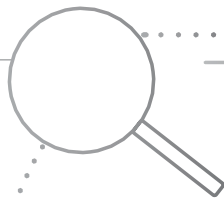
Maybe you want to standardize processes across your organization, or perhaps you want to improve customer service. The question many face is: How do we do that efficiently and effectively? The answer is to take a strategic, comprehensive approach using a proven methodology that provides maximum impact.

## RESOURCE PRO CUSTOM SERVICES

ReSource Pro Custom Services help you achieve the results you're after. We'll develop a customized plan that addresses your unique environment and challenges. Using proven methodologies, infused with industry best practices, you'll be able to effectively achieve your goals—whatever they may be.

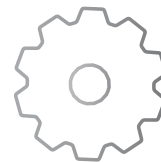
### 1. DISCOVER

We start by understanding the outcomes your organization is looking to achieve.



### 4. IMPLEMENT

Guiding you through each stage, we'll ensure maximum results with an effective implementation process.



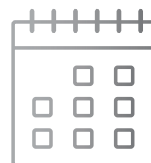
### 2. ASSESS

We'll then conduct in-depth interviews and internal research to gain a deep understanding of your current operations.



### 3. PLAN

A detailed plan will be developed that comprehensively addresses your people, processes, technology, and data needs.



# CUSTOM SERVICES

## HERE'S WHY IT MAKES BUSINESS SENSE

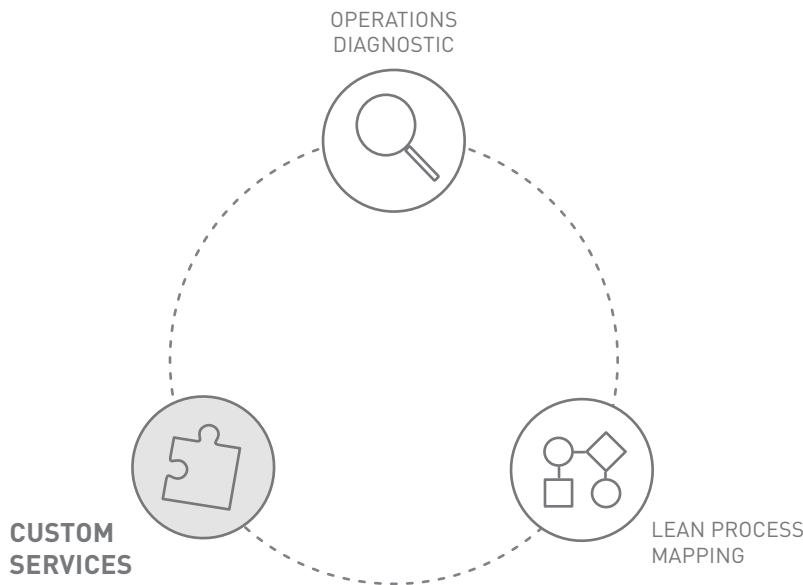
**ATTAINING YOUR GOAL WITH BROAD, INFORMED EXPERIENCE** – You'll get the extreme expertise you need to plan, manage, and implement special projects so that you can ensure the outcomes you want.

**EXTEND YOUR CAPACITY** – You'll be able to alleviate the stress of deploying new initiatives by leveraging our resources, allowing your teams to continue running your business and serving clients.

**DEVELOPING YOUR STAFF** – Throughout the process, we'll be training and mentoring your people so that they'll be able to seamlessly transition to the new initiative and gain valuable professional experience at the same time.

## OPERATIONS OPTIMIZATION MODULES

Operations is the foundation of your business and often the single greatest influencer on your productivity, service performance and profitability. It's time to get strategic about operations and realize the exponential value.



### FOR MORE INFORMATION

visit us: [resourcepro.com](http://resourcepro.com)

email us: [more@resourcepro.com](mailto:more@resourcepro.com)

call us: 888.577.7552

# EXPERIENCE YOU CAN COUNT ON

Here's how one Employee Benefits division in a leading agency added more than \$1.3M to their bottom line:

# 36%

of the agency's benefit accounts were unprofitable due to the renewal processing cost.



ReSource Pro identified

# 29

process improvement opportunities, including:



- Addressing unprofitable accounts
- Delegating work to the right people
- Standardizing processes across teams

By streamlining processes and delegating, the breakeven cost of a benefits account was reduced from \$5,200 to \$3,900, unlocking

# \$1.3M

profit from existing revenue

