Dedicated advisory expertise solves legacy issues

Enterprise-wide print supply chain and end-to-end process evaluation drives optimization.

G&A's proprietary laser-focused methodology identified root causes and significant downstream constraints. Actionable recommendations became the bedrock for a strong ongoing partnership solving for numerous key business initiatives including increased efficiencies and reduction in Total Cost of Ownership (TCO).

Challenge

A leading insurance company with over 40 million members was experiencing print supply chain, workflow, output and labor inefficiencies around document management.

Various legacy technologies, outdated processes, and limitations in equipment compounded into an inadequate supply chain with sub-standard performance, resulting in bottlenecks and wasted time.

Staff were busy performing daily duties and had no bandwidth or the broad expertise needed to step back and address the underlying systemic problems.

Because the causes were ingrained and multi-faceted, the client was searching for a qualified outside advisory resource to evaluate and remedy the end-to-end workflow.

Multi-Phased Solution

G&A's multi-center onsite print, fulfillment and warehouse assessment coupled with historical data and a TCO appraisal revealed the client's actual use, costs, and productivity levels.

The findings were the foundation of best-in-class data-supported recommendations for modifying the end-to-end supply chain in ways to reduce the fixed costs and streamline the workflow.

High-impact constraints and issues were tackled first to solve priority business problems. At the client's request, G&A's dedicated project manager guided the essential staff and overall project from vision through implementation.

In parallel, G&A worked with stakeholders on a comprehensive long-term strategy to enhance output, redesign workflow and streamline the print supply chain and fulfillment operations within a multi-phase roadmap.

Results

Stakeholders were confident they were making well-founded actionable decisions. Overall, the company:

- Increased the staff's productivity
- Enhanced throughput on equipment
- Consolidated redundant tasks
- Optimized processes
- Reduced overall TCO from improved end-to-end workflow
- Improved load balancing across locations
- Roadmap to reduce obsolete inventory
- Streamlined labor-intensive internal processes
- Outsourced eligible applications to strategic partners
- Transitioned in manageable phases so as not to disrupt productivity

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