

VALUE ADDED 616

Business Unit: Information Systems

Problem / Opportunity Statement:

From January – October, “organization” processed an average of 86 changes requests each month, which includes spending on average 20 hours per month following up with requests. During this time, the manual extraction of the resource report took on average 8 hours of formatting, verification, and distribution per month.

Goal: Within the next 30 days, reduce the time to process change requests from 20 hours per month to less than 10 hours per month.

Significant Changes: (limited info is provided to protect customer)

- Decreased backend support time required to correct misplaced changed requests by using automation.
- Increased time for staff to collaborate to make additional improvements to the process.
- Increased collaboration between resourcing team and resource managers with the increased visibility reports.
- Implemented mistake proofing strategies on report.
- Autogenerated emails with direct links replaced manual review and notification.

Realized ROI:

Customer Experience: Reduced the amount of time spent on resourcing projects each change request cycle by over 50%.

Financial Benefit: Annual savings of \$40,000.

Time Savings: Reduction of 40+ hours per month for resource managers and staff. New report takes less than one minute to complete with no verification or formatting.

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