

# 3XG CONSULTING

3X ROI GUARANTEED

IDENTIFY. QUANTIFY. REALIZE.

INDUSTRY  
Financial Services

SECTOR  
Back Office

ROI GUARANTEE  
3X ROI

ROI DELIVERED  
3.5X

## BACK OFFICE CENTRALIZATION

How 3XG Delivered a 3.5:1 ROI and \$1.2M in Measurable Benefit

### THE SITUATION

This organization operated across multiple regional offices with inconsistent processes, no standardized performance metrics, and limited visibility into operational performance.

Variation across regions led to inconsistent customer experience, elevated cost, and an inability to scale efficiently.

### CLIENT CHALLENGES

- High-cost structure across regional offices
- Limited visibility into performance and operational drivers
- Disparate processes and operating models by region
- No consistent KPIs or performance metrics across regions
- Inconsistent customer experience and CSAT
- Inconsistent staffing models & capacity plan across regions

### WHAT 3XG DID

- Consolidated seven regional offices into one centralized processing model
- Applied activity-based management (ABM) to define and measure core work
- Built observation database to identify process variation and best practices
- Standardized processes and operating procedures across 19 workflows
- Identified, quantified and implemented 47 process improvements
- Performed detailed analysis to eliminate waste and redundant activities
- Developed staffing models and capacity plans to support centralization
- Implemented performance management, quality, and coaching frameworks

### RESULTS

3.5:1

ROI Delivered

\$1.2M

Total Measurable Benefit

26%

Productivity Improvement

47

Process Improvements Delivered

7

Regional Offices Centralized

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## TYPICAL CLIENT OUTCOMES

- 3X+ ROI delivered through measurable improvement
- 15–60% improvement in service levels and CX
- 15–30% increase in productivity & throughput
- Meaningful cost reduction
- Full activation of existing technology investments

## WHY 3XG EXISTS

Organizations don't struggle because they lack technology. They struggle because they never operationalize it.

Technology providers focus on implementation & license adoption. Internal teams are left to figure out how to translate those tools into consistent operational performance. That gap is where value is lost.

3XG was built by practitioners from both the technology and operations side to close that gap - turning existing investments into measurable business outcomes.

## HOW YOU REALIZE VALUE

<b>Revenue Expansion</b> Increase throughput, conversion and revenue per interaction, while improving CX and EX	<b>AI &amp; Cost Optimization</b> Reduce unit cost and eliminate operational waste, while maximizing ROI from AI & technology investments
<b>Capacity Creation</b> Unlock capacity without adding headcount, while improving quality and service	<b>Customer Experience</b> Improve CX, service levels, speed, consistency, and quality, while reducing risk

## THE 3XG SELF-FUNDING ROI ENGINE™

We don't just deliver improvements – we help you convert them into funding.

The operational gains we create generate measurable financial impact, which can be reinvested into technology, growth, or further transformation.

Our clients use results to fund what comes next, and we help accelerate ROI from those investments.

**Identify → Quantify → Realize → Fund What's Next™**

## READY TO FIND YOUR GAP?

Most organizations are sitting on unrealized value. We identify it, quantify it, and realize it by turning potential into measurable results.



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