

3XG CONSULTING

3X ROI GUARANTEED

IDENTIFY. QUANTIFY. REALIZE.

INDUSTRY
Credit Union

SECTOR
BPO / Contact Center

OPTIMIZATION
18 Weeks

GUARANTEE
3X ROI

CREDIT UNION BPO

How 3XG Delivered a 3.5:1 ROI and \$2.1M in Measurable Benefit

THE SITUATION

This credit union's contact center was in freefall. Attrition had reached 130%, agents weren't staying long enough to improve.

Supervisors weren't coaching. Technology sat underutilized. Without consistent performance management, nothing was improving. They knew something was wrong. They didn't know how much it was costing them.

CLIENT CHALLENGES

- Attrition out of control (130%)
- No supervisor coaching or enablement
- Technology not being fully leveraged
- Limited performance management
- Weak agent development and coaching

WHAT 3XG DID

- Two-week current-state analysis to quantify the opportunity
- 61 process improvements across management discipline, workflow redesign, and employee development
- Increased team lead coaching by 17 hours / week per lead
- Designed call segmentation model & optimized schedules
- Reduced overtime by \$300,000 annually & increased VTO by over 1,000 hours per month
- Reduced new hire onboarding time by 50%
- Helped optimize & operationalize existing WFM solution and other existing technologies

RESULTS

3.5:1

ROI Delivered

\$2.1M

Total Measurable Benefit

42%

Service Level Improvement

65%

Abandonment Reduction

61

Process Improvements Delivered

*Operational improvements that funded the next phase of investment

CLIENT QUOTE

“Thank you guys.
This is just amazing work.”
—CEO, Credit Union BPO Client

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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

Revenue Expansion Increase throughput, conversion and revenue per interaction, while improving CX and EX	AI & Cost Optimization Reduce unit cost and eliminate operational waste, while maximizing ROI from AI & technology investments
Capacity Creation Unlock capacity without adding headcount, while improving quality and service	Customer Experience 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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