

3XG CONSULTING

3X ROI GUARANTEED
IDENTIFY. QUANTIFY. REALIZE.

INDUSTRY
Technology

SECTOR
BPO - Tech Support

ROI GUARANTEE
3X ROI

ROI DELIVERED
4.1X

GLOBAL BPO TECH SUPPORT

How 3XG Delivered a 4.1:1 ROI and \$2.5M in Measurable Benefit

THE SITUATION

This global BPO tech support operation was not fully leveraging its workforce management platform and lacked a consistent performance management framework.

Leaders had limited understanding and use of the Net Staffing Line (NSL) to guide real-time decisions, resulting in inconsistent execution, service instability, high overtime, and elevated unit costs across regions.

CLIENT CHALLENGES

- Underutilized WFM platform
- No performance management methodology
- Net staffing line (NSL) knowledge gaps
- Poor adherence management
- Inconsistent, manual quality processes
- High overtime and unit cost

WHAT 3XG DID

- Fully leveraged existing WFM technology capabilities
- Implemented standardized performance management framework
- Established consistent quality processes across regions
- Enabled leaders to manage using the Net Staffing Line (NSL)
- Built executive dashboards for operational visibility
- Implemented resource flexibility and capacity optimization
- Delivered 30+ targeted process improvements

RESULTS

4.1:1
ROI Delivered

\$4.3
Total Measurable Benefit

15%
Unit Cost Improvement

31%
Service Improvement

43%
Overtime Reduction

30+
Process Improvements Delivered

*Operational improvements that funded the next phase of investment

CLIENT QUOTE

"It is great to work with you and your team, as always, well done"

- Peter Inness, COO

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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

OUR GUARANTEE

We align our work to measurable outcomes. You only pay for results delivered. Every engagement is built around a minimum 3:1 ROI, and we stand behind it.

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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Book a Discovery Call →

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