

# 3XG CONSULTING

3X ROI GUARANTEED

IDENTIFY. QUANTIFY. REALIZE.

INDUSTRY  
Health Insurance

SECTOR  
Back Office Claims

ROI GUARANTEE  
3X ROI

ROI DELIVERED  
4.6X

## HEALTH INSURER - CLAIMS

How 3XG Delivered a 4.6:1 ROI and \$2.5M in Measurable Benefit

### THE SITUATION

This health plan's claims adjudication back office was underperforming despite recent workflow technology investments. Processes were inconsistent, productivity was not clearly defined, and performance lacked a standardized measurement framework.

Without KPIs tied to work complexity and outcomes, leadership had limited visibility into throughput, service, and quality. Variability in execution and limited coaching structure made sustained improvement difficult.

### CLIENT CHALLENGES

- High Penalties & Fines
- Poor Claims Payment Accuracy
- Lack Accurate, Timely, Credible Data
- Poor Leadership Tools and Processes
- Technology Not Being Fully Leveraged
- Limited Performance Management

### WHAT 3XG DID

- Applied Six Sigma DMAIC methodology
- Defined productivity using earned hours model
- Deployed performance management framework
- Created executive-level dashboards
- Implemented capacity planning and resource modeling
- Optimized workflow technology and backlog management
- Established coaching, reporting, and quality review processes
- Fully operationalized a new System for Managing

### RESULTS

4.6:1

ROI Delivered

\$2.5M

Total Measurable Benefit

90%

Reduction in Penalties

51%

Backlog Reduction

28%

Productivity Improvement

\*Operational improvements that funded the next phase of investment

### CLIENT QUOTE

“This is amazing work. We appreciate your approach and the results. We've already started expanding the work into our enrollment, billing, and disputes operations.”

- Dave Quiring, SVP Operations

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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.

3XG  
CONSULTING  
3X ROI GUARANTEED  
*Book a Discovery Call* →

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