

3XG CONSULTING

3X ROI GUARANTEED
IDENTIFY. QUANTIFY. REALIZE.

INDUSTRY
Health Services

SECTOR
Contact Center

ROI GUARANTEE
3X ROI

ROI DELIVERED
4.4X

HEALTH SERVICES CONTACT CENTER

How 3XG Delivered a 4.4:1 ROI and 78% Service Improvement

THE SITUATION

This health services contact center was underperforming due to ineffective communication, underutilized staffing, and limited use of workforce management capabilities.

Operational processes and governance were inconsistent, leading to poor service levels, high abandonment, and inefficient use of resources.

CLIENT CHALLENGES

- Poor Customer Service
- Ineffective Communication
- Not Leveraging WFM Application Capability
- High Abandonment Rate
- Underutilization of Staff
- Operational Process & Governance Gaps

WHAT 3XG DID

- Designed routing strategy, including tiered and priority routing
- Implemented call handling logic & cross-trained agent model
- Implemented interval management best practices
- Standardized supervisor coaching methodology
- Refined agent and supervisor training programs
- Consolidated skills and aligned to career paths
- Established WFM operating discipline
- Fully leveraged WFM platform capabilities
- Optimized schedules and shift bidding processes
- Designed and installed system for managing operations
- Standardized BPO overflow and reduced cost

RESULTS

4.4:1

ROI Delivered

\$885K

Total Measurable Benefit

78%

Service Improvement

68%

Abandonment Reduction

*Operational improvements that funded the next phase of investment

CLIENT QUOTE

“It's not often companies do exactly what they promised, but you did. Thank you.”

- Dan Neuwirth, CEO

3XG CONSULTING

3X ROI GUARANTEED

IDENTIFY. QUANTIFY. REALIZE.

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 →

Email: info@3xgconsulting.com

Web: 3xgconsulting.com

Phone: 860-324-5436