

3XG CONSULTING

3X ROI GUARANTEED

IDENTIFY. QUANTIFY. REALIZE.

INDUSTRY
Transportation

SECTOR
Back Office

ROI GUARANTEE
3X ROI

ROI DELIVERED
4.2X

TRANSPORTATION BACK OFFICE

How 3xG Delivered a 4.2:1 ROI and \$6.3M in Measurable Benefit

THE SITUATION

This transportation back-office operation had not evolved in years, with inconsistent processes, limited performance management, and strong cultural resistance to change.

Leaders lacked the tools, visibility, and standardized approach needed to manage performance effectively, resulting in inefficiency, inconsistent quality, and missed opportunities for improvement.

CLIENT CHALLENGES

- Legacy processes unchanged for years
- No performance management methodology
- Cultural resistance to performance accountability
- Disparate processes and leadership approaches
- Limited leadership tools and visibility
- Inconsistent and ineffective quality review process

WHAT 3XG DID

- Applied Six Sigma and activity-based management approach
- Conducted interviews, data analysis & observations
- Defined performance & process standards across depts.
- Captured and quantified process improvement opportunities
- Implemented capacity planning and resource modeling
- Deployed performance management tools and frameworks
- Designed and installed system for managing operations
- Established executive tracking & performance review cadence

RESULTS

4.2:1

ROI Delivered

\$6.3M

Total Measurable Benefit

19%

Unit Cost Improvement

17%

Service Improvement

24%

Productivity Improvement

*Operational improvements that funded the next phase of investment

CLIENT QUOTE

“Experience, solid methodology, team passion, and a collaborative communicative approach is how we got here and realized these results.”

- CFO

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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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