Case Study:
Program and Process Management Drives Cost Out in Transactional Organization

Industry: Not-for-profit

Company: National organization working with state and local agencies to ensure that families have access to quality, affordable child care. This institution also facilitates a fee assistance program to help offset the cost of child care for their constituents.

Services Provided: Program Management, Process Improvement

Challenge: Our Client recognized the need to significantly reduce overall program costs or risk loss of their key customers.

Solution: Bluestone was engaged to provide program and process management expertise with the goal of reducing program costs. We led the program and laid out targeted projects to review and evaluate key transactional processes, then identify improvements.

Bluestone project managers engaged with the employees to review and document the current processes, conducting time studies and current process mapping and brainstormed potential improvements.
Bluestone facilitated:

- Streamlining each process
- Simplification of policies, and improvements to related communications
- Changes to increase security and mitigate business risk
- Organizational re-design

Bluestone worked with the Client to implement changes and validated with time studies to measure impact of the enhancements.

Result: The Client completed transactions quicker and reduced the cost of the fee assistance program for its customers. Transaction processing time improved more than 50% in every process. Waste was reduced or eliminated and the Client reduced staffing while staying ahead of customer volumes. As an additional benefit, employees retained were excited to see the improvements in their work environment.

Value Delivered: The Client was able to operate the fee assistance program with 30% fewer staff members with a cost savings of over $4 Million per year.

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