



CASE STUDY: HEALTH INSURANCE PROVIDER

INDUSTRY

Health Insurance

COMPANY BACKGROUND

Non-profit organization that provides healthcare insurance to nearly 4.8 million members through a variety of plans

KEY OBJECTIVE

Enhance overall productivity and maximize the effectiveness of a newly created workforce management (WFM) team



CLIENT CHALLENGES

- Help in reorganization efforts that would yield efficiency gains
- Required an accurate assessment of the new WFM team to ensure the group was functioning at optimum levels



ICMI SOLUTIONS

- Developed a consolidation plan and timeline that helped the organization to significantly reduce costs while simultaneously improving customer service
- Trained the WFM team on proven workforce management tactics, which has helped the team to consistently generate highly accurate forecasts and produce workable, effective schedules