



# Success Story

## State Pension Fund– 1 million plus members, \$72 billion in assets

An unknown firm in the government sector at the time, The Comb Group was selected over numerous larger firms because of their expertise, their approach, and their ability to understand the business quickly. Although The Comb Group helped this organization over a 4 year period, in the first engagement, The Comb Group lead efforts to complete a detailed optimization study of their Intake Center for Financial Services and Health Benefits (Benefits Counseling Center). In this study the team identified over \$3.0 million in reoccurring annual savings with through put improvements not requiring capital expenditures. The team delivered a 3 year strategic map to help them “Raise the Bar of Excellence”. Employee retention rates were high as the tenure of the organization was high. Yet, employees were not accepting change in a positive fashion.

The Comb Group outlined a migration plan to excellence that included development of an employee learning center, speech enablement of the current Interactive Voice Response System, a fully integrated customized dashboard, an improved quality monitoring program, and an end to end customized reporting system to be built in house with agency resources.

Timeline: Started and completed within 8 weeks

## About The Comb Group

The Comb Group is an independent consulting firm. Our organization was formed on one driving notion: there is untapped potential lying within all organizations that when identified, drive significant performance improvement.

The Comb Group services help clients achieve their business goals through planning and execution of projects such as workflow diagnostics, voice over IP migration planning, call center outsourcing strategy, information technology planning, and Balanced Score Card delivery.

*Why The Comb Group? Because you improve your business the same way bees make honey...one comb at a time.*

## Industry Experience

No consultant with The Comb Group has less than 15 years of experience in their specific area of expertise. Our practices traverse a broad array of industries including Health Care, Banking, Insurance, the Public Sector, News and Media, and Small Business.

## The Comb Group

*Actionable Information, not just reports*

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