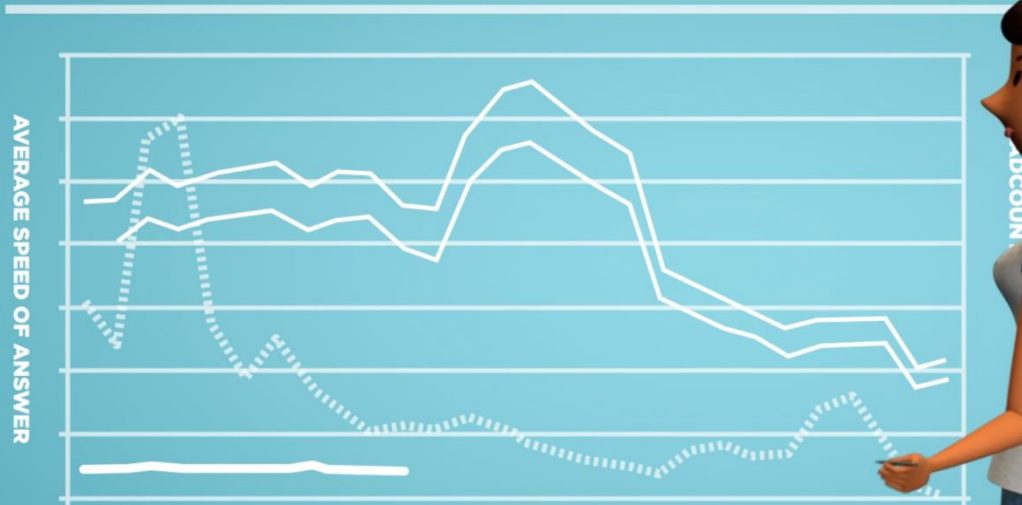


\$MILLIONS IN SAVINGS



Retail Client Success Story

Education at Work: Case Study – Q1 2015
www.educationatwork.org

Client supported: Large national retail chain

- Client was looking for a way to expand coverage without adding more full time support to their internal centers
- Client's outsource partners could not provide part-time coverage from offshore sites

Education at Work developed an analysis that:

- Identified specific intra-day opportunities for lower cost, part-time labor
- Hypothesized cost saving projections through quantifying hidden costs of “stranded labor”
- Recommended an optimal balance between in-house, offshore, and part-time labor

Solution components:

- Student employees covering 4-hour shifts in the morning, evenings and on weekends
- Hiring based on communication, patience and problem solving skills
- Utilizing a training and skills development approach that ensured students could be trained effectively part-time, with less hours in the curriculum

Outcome:

- Education at Work's part-time coverage model saved just under \$3M during launch year and continues to provide relevant savings
- Education at Work expanded to a second, exclusive on-campus center

Contact us today:

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