



Custom Solutions

Achieving the Results You Want

Maybe you want to standardize processes across your organization, or perhaps you want to improve customer service. The question many face is: How do we do that efficiently and effectively? The answer is to take a strategic, comprehensive approach using a proven methodology that provides maximum impact.

ReSource Pro Custom Solutions

ReSource Pro Custom Solutions was designed to help you achieve the results you're after. We'll develop a customized plan that addresses your unique environment and challenge. Using proven methodologies, infused with industry best practices, you'll be able to effectively achieve your goals – whatever they may be.

What We Do

We build on our extensive experience and customize the process to fit your needs.

1. DISCOVER

We start by understanding the outcomes your organization is looking to achieve.

2. ASSESS

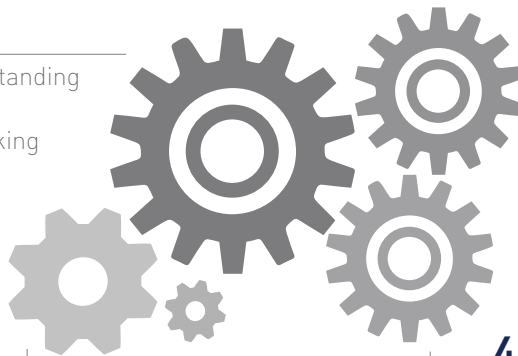
We'll then conduct in-depth interviews and internal research to gain a deep understanding of how your operations currently function.

3. PLAN

A detailed plan will be developed that comprehensively addresses your people, processes and technology.

4. IMPLEMENT

Guiding you through each stage, we'll ensure maximum results with an effective implementation process.





Here's Why It Makes Business Sense

ATTAINING YOUR GOAL WITH BROAD, INFORMED EXPERIENCE – you'll get the extreme expertise you need to plan, manage and implement special projects so that you can ensure the outcome you want.

EXTEND YOUR CAPACITY – you'll be able to alleviate the stress of deploying new initiatives by leveraging our resources, allowing your teams to continue running your business and serving clients.

DEVELOPING YOUR STAFF – throughout the process, we'll be training and mentoring your people so that they'll be able to seamlessly transition to the new initiative and gain valuable professional experience at the same time.

Operations Advisory Modules

Operations are the foundation of your business. And are often the single greatest influencer on your productivity, service performance and profitability. It's time to get strategic about operations and realize the exponential value.



Experience You Can Count On

Here's how one Employee Benefits division in a leading agency added \$1.3M to their bottom line:

36%

of the agency's benefit accounts were unprofitable due to the renewal processing cost.



ReSource Pro identified

29 process improvement opportunities, including:



- Addressing unprofitable accounts
- Delegating work to the right people
- Standardizing processes across teams

By streamlining processes and delegating, the breakeven cost of a benefits account was reduced from \$5,200 to \$3,900, unlocking

\$1.3M

in profit from existing revenue



For more information

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