

CROSS-RHODES

Rethinking How Work Gets Done



Insight → Innovation → Implementation

We help create valued experiences for your customers & employees, and enable your organization to prosper.



Client & Consultant Collaboration

- Saved one leading bank ~2 million dollars by redesigning the initial customer experience at sign-up to better manage customer expectations; thereby eliminating ½ of the problem phone calls.
- Partnered with an IT consulting firm to reengineer a state governments' Public Service Commission's tariff handling process, encompassing web and phone submission, inquiries, and complaints handling; to increase productivity by 20%, cut throughput time by 30%, and improve service
- In a technology solutions firm, we redesigned the customer launch process. The elapsed time to install was cut from 60 to 32 calendar days, and the labor time from 1000+ hours to ~250 hours
- For an HMO, demonstrated a productivity gain of 50+% in the claims department and the call center due to: a reduction in duplicate and extraneous claims (20% fewer claims), 35% fewer suspended claims, and 32% fewer problem related phone calls
- Facilitated a design team to integrate 14 acquired companies' processes into one self-serve based order-to-delivery process, and thereby double productivity and save over \$10 million
- For a large Medicare health plan, we identified opportunities to reduce unnecessary manual claims processing and rework, and streamline submissions of Medicare related encounters data to the states, and save nearly \$2 million



SERVICES

RAPID PROCESS ASSESSMENTS

We develop a detailed process map, identify process 'bombs' and improvement ideas, then quantify the workflows, allowing us to identify and prioritize the key opportunities for improvement. We then model the impacts of those improvements and quantify the benefits, ... in as little as one week from start to finish.

ROOTCALLSSM ANALYTICS

We listen to inbound customer service calls, identify the root causes, define solutions and quantify the impact.

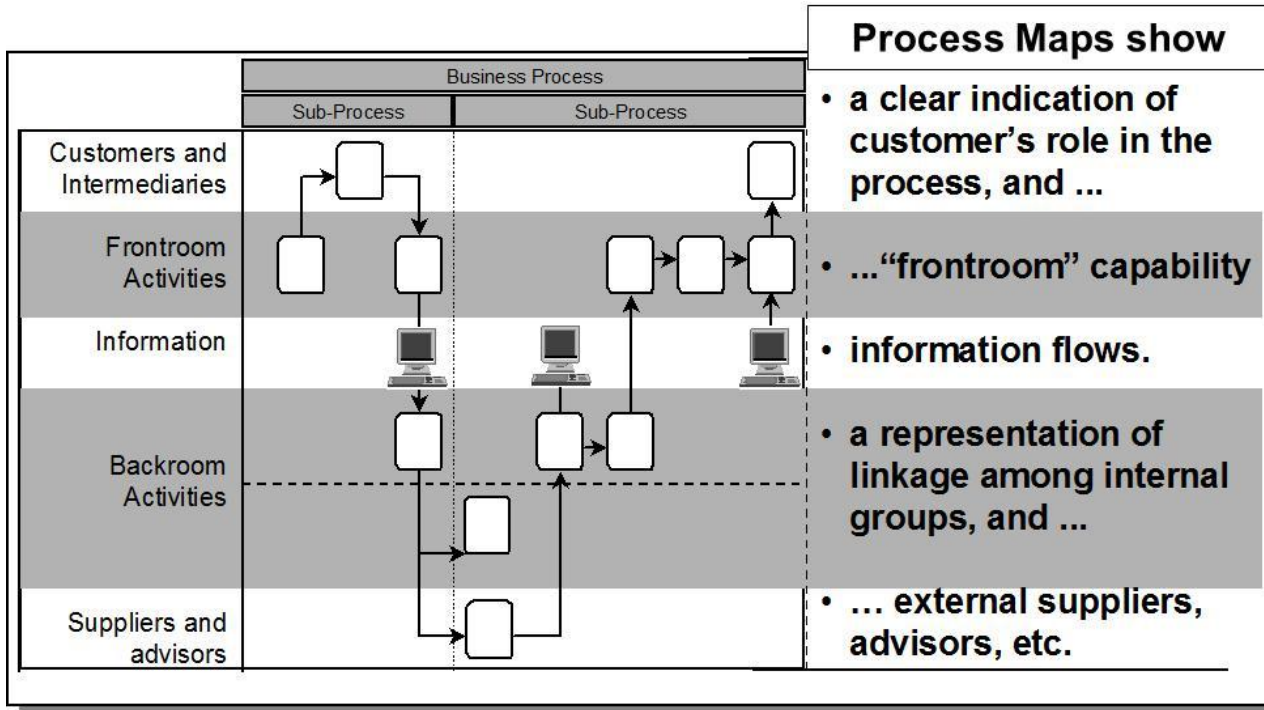
SOLUTION VALUE ASSESSMENTS

"What impact will an outsourcing and/or technology solution have on day-to-day work and results?" We have answered this question for both sellers (to assist the sale) and buyers (to get an objective view of a particular solution). Our assessment consists of developing a detailed process map of the impacted process and then quantifying the cost reduction potential of a proposed solution.

LARGE SCALE REENGINEERING

We work with your 4-8 person cross-functional team to assess customer requirements, the current process, workload characteristics. Then we develop clear design specifications, design options, and convey the principles of good business process & customer experience design. This leads into the high level design session, followed by detail design of the new way work will be done.

TOOLS & TECHNIQUES



PROCESS MAPPING

PROCESS MODELING

STAFFING MODELS

FINANCIAL IMPACT MODELS

CYCLE TIME ANALYSIS

PROCESS VALUE ANALYSIS

ROOT CAUSE ANALYSIS

ROOTCALLSSM ANALYSIS

CUSTOMER FOCUS GROUPS

CUSTOMER EXPERIENCE DESIGN

SIX SIGMA TOOLS

LEAN TECHNIQUES

BALANCED MEASURES

WORKFLOW SIMULATION

WORK DESIGN FACILITATION

Process Maps provide the foundation for the analyses of current processes and the blueprint when designing new processes.

About Cross-Rhodes

Cross-Rhodes is a firm of senior business operations consultants. For 20 years Cross-Rhodes' experts have specialized in analyzing, improving and designing business processes to enhance the customer experience and reduce costs, for the Fortune 100, mid-sized companies, as well as start-ups, within a variety of industries & companies such as:

Financial Services: Life P&C Insurance, Health Insurance & HMOs, Banks

Technology: Software, Hardware, Internet

Consumer Services & Customer Care

Manufacturing & Utilities

Telecommunications

Government

Clients in a variety of industries



WE BRING EXPERTISE & RESULTS WITHOUT THE ATTITUDE

Expertise & experience

- Senior career workflow experts & project team facilitators

Proven methods

- Supported by pragmatic and effective tools and techniques

Cost effective

- We know what we are looking for and how to go about getting it
- Willing to work out a pay-for-performance arrangement

Low Maintenance

- No annoyance or intrusion of many high-paid junior consultants

Collaborative

- We recognize and build on the expertise your people bring to a project

Results

- We are driven to deliver value . . . and to bringing out the best in your people

THOUGHT LEADERSHIP

Check out our four books on optimizing business process performance:





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