



# Revolutionizing efficiency: pharma company's \$1MM+ savings through BPO model



## Challenge: tackling inefficiency and high costs.

At a global pharmaceutical company, a team of 44 admins was attempting to uphold a 1 to 5 ratio model supporting 600+ executives, but their efforts were proving inefficient and costly. Their days were filled with meetings, extensive travel requests and other administrative tasks that consumed time and resources. This expensive model was failing to meet the needs of the company's leaders, putting both productivity and profitability at risk.

## Solution: implementing a custom BPO admin model.

After careful analysis, the Kelly® team developed a new Business Process Outsourcing (BPO) model which involved moving the admins over to Kelly and quickly filling the talent gaps to stabilize the headcount in year 1. In addition to this, roles and functions were restructured to eliminate redundancies and streamline operations, all of which required meticulous planning and execution.

## Result: \$1MM+ saved, 19 full-time employees retained.

Moving these positions in-house to Kelly significantly reduced the financial burden and optimized operational efficiency. Kelly's BPO model delivered immediate and significant impact for the company:

- \$1MM+ saved in the first year
- Retained 19 of the original admins, filled the remaining 25 in 30 days, and far exceeded the client's expectations
- Reduced turnover to <10% annually
- Improved existing business processes which reduced overtime hours
- Developed admins to serve as SMEs to cross-support and train new admins

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## Company/Industry

A global pharmaceutical company which creates innovative drugs using advanced science for high-need areas around the world.

## Challenge

An inefficient and costly administrative support model threatened productivity and profitability.

## Solution

A custom BPO administrative model to optimize operational efficiencies and improve financial health.

## Result

\$1MM+ savings in the first year, improved efficiency, reduced turnover, and streamlined operations.