



BUSINESS LEADER IN BUSINESS EXCELLENCE

 MarshMcLennan

MMC GS

OPERATIONAL EXCELLENCE AT SCALE

With 300% HC growth in the last 2 years and over 1m transactions per year, operational excellence became our top priority – as a way to scale, reduce cost, drive productivity and drive client-focus

We combined rigorous data-driven governance with an effective employee engagement plan to simultaneously deliver multiple improvement projects and initiatives across the organization



MMC GS

FINANCIAL

EFFICIENCY SAVING

USD 400k saving

Impact
on the 2022
Financials

SCALE

IMPROVEMENTS

60 initiatives

Number of improvement
projects delivered
across the centre

TIME

PRODUCTIVITY

20% improvement

Increase in the number
of daily transactions
per person

EBSC is on track to close the year with \$400k in savings. We increased the productivity of our team by 20% while driving our cost down despite the rising inflation

The Team

