



M&A Integration / OPEX Optimization / Asset Management
Process Optimization, Training, Coaching, and Mentoring

Background Story: Major integrated energy provider in the Northeast United States.

This organization consisted of separate family companies that were coming together under a new operating model. A significant opportunity existed to leverage standardized business practices and optimize operations. i3 Consulting developed an integrated business optimization roadmap to focus and manage the change initiative.

identify

A detailed analysis was performed with over 100 key findings and recommendations based off i3 experience and industry standards. In collaboration with the client, the most critical areas for improvement were identified, a detailed business optimization roadmap was developed, and an estimated business case provided justification for implementing the recommendations that would result in the greatest impact for the success of the business.

innovate

To address key optimization opportunities within Service, Distribution, and Customer Service, the i3 team partnered with this client to collaboratively design processes, procedures, manuals, and playbooks for:

- Maintenance work management:
 - Initiation
 - Planning of work
 - Detailed scheduling
 - Execution
 - Documentation
 - Metrics development
 - Closeout
- Asset management
- Safety
- Employment

implement

An extensive job-site training, coaching and mentoring plan was executed. Key activities included:

- Optimized process rollouts
- Clearly defined, communicated and trained on, new roles and responsibilities and expectations
- Metrics development and analysis for continuous improvement opportunities
- Management coaching and mentoring with a focus on talent optimization
- EAM training and optimization

Bottom-line Results = \$5M

- \$1,000,000 Reduction in overtime cost and overstaffing
- \$1,500,000 in additional work completed with no increase in staff
- \$2,000,000 additional revenue through change in operating model
- \$500,000 annual increase in materials profit

