



CASE STUDY.

ARCHITECTURE & DESIGN FIRM

THE PENGUIN GROUP



Industry: Architecture & Design Firm



Employees: 47



Locations: 3



Annual Revenue: \$32M



Timeframe: 6 Months



Cost: \$50,000



ROI: \$200,000+

Challenges:

- Disorganized internal workflow
- Persistent software crashes regularly disrupting workflow
- Employees threatening to leave the company

Solutions:

After a thorough review of the business workflow and organizational structure, strategic changes were proposed to promote efficiency and clarify responsibilities. Systematic communication channels were implemented to foster transparency between employees and leadership, promoting seamless collaboration.

After assessing the company's existing software and exploring alternative solutions, options were presented and guidance was provided for their decision-making process. The new software was integrated into the company's workflow, automating tasks wherever possible. Thorough staff training was provided to ensure proficiency, and rigorous tests were performed for functionality, facilitating a smooth transition.

Engaging directly with key employees, a thorough analysis of the current organizational climate and challenges was conducted. Areas requiring improvement to enhance employee satisfaction were identified and a strategic plan was formulated to fix the issues. The proposed action plan was discussed with employees, successfully mitigating potential departures and fostering a more positive work environment.

Return on Investment:

Organizing company structure led to the reduction in work disruptions and downtime, which led to increased productivity and output, resulting in tangible cost savings. Transitioning to new software improved staff proficiency, reducing the need for external support and further enhancing cost-efficiency. This also led to streamlined processes and automated tasks, further reducing employee time and effort. The automation of tasks resulted in a monthly time-saving of 300 hours, translating to salary cost savings exceeding \$100,000.

Resolving software crashes not only improved operational efficiency but also contributed to an additional annual saving of over \$100,000 for the company.

Bolstering employee satisfaction resulted in reduced turnover rates, retaining valuable talent and minimizing recruitment costs. This culminated in a significant return on investment through enhanced productivity and staff retention.

In addition to the quantifiable savings of \$200,000 mentioned above, the company realized significant intangible benefits that are invaluable and cannot be exactly calculated, which contribute immeasurably to the organization's long-term success.