



Administrative BPO reduces turnover by 40% for global pharmaceutical company.



High turnover of administrative support impacted operations.

A global pharmaceutical company was experiencing high turnover of its administrative regional business coordinators (RBCs), leaving executives without the much-needed support to complete day-to-day operations and tasks. And insufficient training for new admin hires made executives resistant to fully utilizing the support.

Administrative BPO provides 4:1 coverage, expert training.

After evaluating the situation, Kelly® created a custom administrative business process outsourcing (BPO) solution to provide 4:1 coverage: assigning one RBC to support four executives.

Kelly RBCs work remotely to coordinate travel and communications, manage calendars and rosters, track expenses, and manage totalities for their assigned team.

Turnover reduced by 40%, completed tasks increased by 42%.

The RBCs have built strong relationships with the executives they support, even traveling to their off-site meetings and serving as a vital extension of the directors.

- Reduced turnover by 40%
- Administrative support increased from 16 to 24 employees
- 42% increase in assignments for a remarkable 120,020 annual tasks completed

Kelly's extensive, expert relationship-building training has earned the trust and confidence of executives resulting in a 23-percent increase in satisfaction.

Need a staffing partner with a global reach and a full portfolio

of outsourcing solutions? Contact Kelly® or visit kellyservices.us to learn how we can help your business grow and thrive.

Company/Industry

A global pharmaceutical company.

Challenge

High turnover with administrative employees, and a lack of coverage for executives on day-to-day tasks and operations.

Solution

Administrative BPO solution delivers regional business coordinators (RBCs) to provide 4:1 expert support for executives.

Result

Reduced turnover rates by 40%, increased satisfaction rates by 23%, and 120,020 annual tasks completed.