

CH Consulting Group

OPERATIONAL TRANSFORMATION DRIVES SCALABLE EFFICIENCY IN HOME SERVICES PORTCO

A private equity-backed home services company operating multiple recently acquired brands partnered with CH Consulting Group to optimize its 100-seat customer experience center. As the organization scaled through acquisition, rapid growth led to operational fragmentation, disconnected systems, and inconsistent performance across brands.

CHALLENGE

To achieve its ambitious growth objectives, the portfolio company required a scalable operational infrastructure and consistent best practices to support sustainable, efficient expansion.

The organization faced:

- Disconnected platforms and reporting tools
- Inexperienced leadership and supervision
- Inefficient workforce allocation with no standardized KPIs
- Inadequate forecasting and inconsistent quality assurance
- Underutilized technology and unstructured onboarding

These gaps limited visibility, created inefficiencies, and constrained the company's ability to scale profitably.

SOLUTIONS

CH Consulting Group conducted a comprehensive operational improvement initiative focused on advancing technology, optimizing processes, and strengthening leadership.

Key actions included:

- Selection and deployment of a scalable CCaaS platform with unified call routing and reporting
- Shift to skill-based call allocation with tiered agent progression models
- Standardization of QA, onboarding, and coaching across brands
- Integration of internal and outsourced (BPO) operations under a single performance framework
- Enhanced forecasting accuracy and balanced workload distribution across subsidiaries

Together, these efforts established a unified, data-driven operational model to support rapid growth and future acquisitions.

IMPACT

Cost Efficiency

- Internal cost per call reduced 32% (\$4.81 → \$3.30)
- Combined operations cost per call reduced 30% (\$5.88 → \$3.95)

Utilization & Productivity

- Internal utilization increased 40% → 64%
- BPO utilization increased 42% → 59%
- Calls per agent increased 23% (650 → 800 per month)

Operational Gains

- Handled the same call volume with ~50% of prior headcount
- Abandon rate improved nearly 60%
- Projected \$1.85M in annualized labor and consolidation savings



OUTCOME

Within one year, the portfolio company transformed its customer experience operation into a scalable, high-performance model capable of supporting rapid expansion and future acquisitions.

By aligning people, process, and technology, CH Consulting Group helped the client achieve measurable ROI, reduce operational costs, and create a repeatable operational model built to sustain future growth and integration efforts across the enterprise.