

**PRWT Services, Inc.** helped a top ten pharmaceutical company migrate their essential corporate services to a variable cost structure across twenty-five domestic locations in a phased two year period demonstrating the effectiveness of our unique *Staff–Operate–Transfer* engagement model.

**PROJECT OBJECTIVES**

- Generate 7 to 15% in cost reductions
- Capture post merger synergies
- Uninterrupted service, zero down time
- Consolidation of adjacent functions
- Implement cost improvement initiatives
- Maintain excellent public relations
- Increase minority business participation

**SCOPE OF SERVICES**

- USPS and Inter-Mailroom Operations
- Digital and Pre-press Reprographics
- Desktop & Office Managed Print
- Accounts Payable Invoice Scanning
- On-site Records Management
- Shipping & Receiving / Parcel Freight
- Lab ordering and replenishment

**OUTCOMES ACHIEVED**

- ✓ Delivered cost savings of \$1.63 million (21%)
- ✓ Go live seamless transition in under 90 days
- ✓ Rebadged over 60% of legacy staff
- ✓ Improved utilization via automation
- ✓ Increased MBE participation by \$6 million



## CASE STUDY ■ PHARMACEUTICALS ■ HEALTHCARE ■ CORPORATE SERVICES

**PRWT Services, Inc.** assumed turnkey responsibility for essential services in a May 2009 first phase that resulted in improved operational efficiencies, full industry compliance and guaranteed year over year cost savings. The use of a proven *Staff-Operate-Transfer* engagement model, fair & living wages and total quality management (TQM) practices allowed this pharmaceutical leader to confidently migrate existing operations from a fixed to a variable-cost with lower operational risk. After a significant M&A transaction, in the summer of 2010, the client expanded the scope of services to capture additional savings.

### PROGRAM SCOPE

PRWT provides turnkey program management at research, manufacturing, sales and marketing, corporate administration and training facilities located throughout the eastern United States.

- EMPLOYEES** ■ Approx. 150 full-time, on-site resources
- LOCATIONS** ■ 25 locations in New Jersey, Pennsylvania, Massachusetts, Tennessee
- RETENTION** ■ Successfully recruited 65% of staff from client's organization.
- TIMELINE** ■ 60 - 90 days to go live; phased over 18 months

### CRITICAL SUCCESS FACTORS



PRWT delivered substantial savings by focusing on supervision synergies, site, functional and vendor consolidation, increased automation, process improvements and staff rebadging.

- Domestic Staffing with Fair Living Wages and Benefits
- Flexible Co-Located or Center-Led Support
- Network of Capable Partners
- Operational and Financial Scale
- National Reach
- Seamless Support of Internal Processes
- Experienced Management Staff
- Effective Communications
- Minority-Owned Business
- Community & Public Affairs

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### SERVICES MANAGED

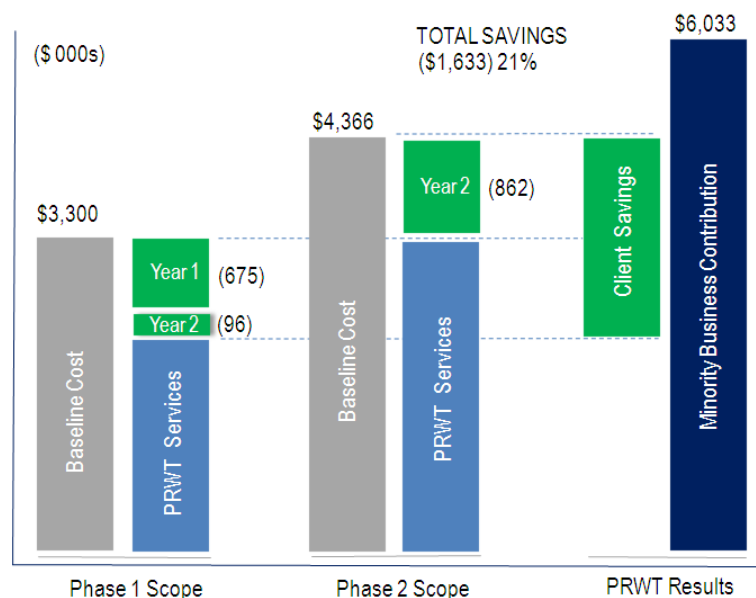


PRWT manages essential support services to address complex intra-company service, regulatory compliance and site specific service requirements at a lower total cost.

- Mailroom Operations (USPS, Parcel, Inter-office)
- Scanning and Data Entry (Correspondence, AP)
- Reprographics Production (Digital and Prepress)
- Managed Print Management
- Records Management (On-site / Off-site)
- Shipping & Receiving (DOT, IATA, Global)
- Print Fulfillment & Inventory Management
- Facilities Management (US Facilities)

### FINANCIAL RESULTS

PRWT's proprietary *Staff-Operate-Transfer* methodology allowed this pharmaceutical firm to reduce costs by 15-18% per year and grow minority business enterprise (MBE) program participation by over \$6.5 million.



Year 1 and year 2 savings based upon contract commitments starting 12 and 15 months from start of Phase 1 and Phase 2, respectively.