



no-more

Selected use cases

A word on confidentiality...



...We don't disclose client names.
Companies mentioned in this presentation
have requested to be featured as cases.

Leapwork - From draft to finalized whitepaper in less than 48 hours

Situation

As an emerging company, Leapwork has a need for quickly producing various types of content and sales material to help their positioning.

Complication

As a lean, fast-paced company, the company has limited bandwidth inhouse when it comes to graphic design work and content is always produced with a tight deadline. When preparing for a conference, Leapwork needed a whitepaper in two days.

Resolution

Leapwork created a draft of the whitepaper and shipped it to NoMore with clear instructions. In less than 48 hours, the company received a final product ready for print.



Leapwork continued



The input

- Draft PowerPoint
- Visual guidelines
- A website for reference
- A short email with instructions
- A photo from for the frontpage



The work

- Visually enhanced 20 slides
- Added icons
- Added high quality royalty free images
- Ensured consistency, alignment and visual compliance across all slides



The outcome

- A professional whitepaper ready for print
- A finished product in less than 48 hours
- Total cost of less than \$420
- A successful sales conference where all whitepapers were picked-up by potential leads

An aerial view of a city, likely Copenhagen, showing a dense cluster of buildings with colorful roofs. A prominent church spire with a green patina is visible in the background. The image is overlaid with a semi-transparent dark blue filter.

“

The quick turnaround time was crucial to us. We were able to bring a quality product to the conference to support our messaging. I won't hesitate about using no-more again.

- Aske Denning,
Content Marketing Manager, Leapwork

Situation

Enlighten is a boutique management consulting firm with locations and clients across the globe. The company helps their clients become operationally exceptional, with an enduring competitive edge – and they have the cases to show for it.

Complication

+17 cases were to be redesigned and ready for the company's website.

Resolution

no-more created two options for design and returned the +17 cases in less than a 48 hours.

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CASE STUDY

Pharmacy Benefit Management

How we helped a fast-growing US provider of pharmacy benefit services standardize processes and improve efficiency to provide the best care for patients at the most appropriate price – improved daily output per FTE by 13.4% in back office and by 15.2% in call center while improving service levels.

Realized total benefit of \$3.2 million

Overview

Client is a pharmacy benefit management provider promoting better health outcomes for consumers through clinical and technological innovations.

Challenge: Siloed operations and lack of visibility to waste were limiting the organization's ability to effectively handle the growing volume of work with optimized capacity.

Goals

- Effectively balance the workload across the impacted business units to achieve customer.
- Make tactical improvements in the day-to-day operations.
- Improve efficiency across the organization.
- Standardize processes and practices.
- Open up communication channels.

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The Program

- Covered over 180 FTE in two US locations
- Aligned people, processes and technology components to enable cost-time performance of individual and teams to be measured and managed at a granular level
- Standardized management tools to enable managers to make informed management decisions about their section performance

Results

- Back Office:
 - Realized total benefit of \$3.2 Million
 - Increased capacity of 60 FTE
 - Increased daily output per FTE by 13.4% in Back Office Processing
- Call Center:
 - Increased daily output per FTE by 15.2%
 - Improved service levels from 77% to 81%
 - Decreased attrition rate by 12.1% (2019)
 - Increased average answer speed by 30% to 42.7%
 - Reduced task time by 3.5% to 12.3%

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MEASURABILITY IS KEY TO BOTTOM LINE SUCCESS: HOW WE ENABLED A GLOBAL INSURANCE FIRM TO ACHIEVE HIGH PERFORMANCE

A global leader in insurance total asset management felt they had inconsistent performance metrics for their North American operations. This problem was impacting several key areas, from effective management to team performance and productivity.

Pinpoint the why

Enlighten partnered with a major global insurance firm to implement measurable and quantifiable performance metrics and processes, with the aim of boosting productivity and saving \$20 million from the company's operating budget by 2020.

Rolling the ball

Together with Enlighten, the client was able to achieve the following within 20 weeks:

- Enhanced Productivity**
 Efficiency increased by 20% across all impacted business units with a 20% productivity increase in less than 10 weeks.
- Improved Team Performance**
 80% of team members were able to identify areas for improvement within the organization in less than 10 weeks. SA area consistently being met, with 90% of calls being answered in 30 seconds.
- Working Smarter, Not Harder**
 100% of team members were able to identify areas for improvement within the organization in less than 10 weeks. Central Center teams completed 100% of work during their 8-hour shift, reducing backlog.
- Increased Profits & Output**
 Actual annualized savings of \$20 million, equivalent to USD \$3 million (USD\$1M).

Enlighten® Case Study: Global Insurance Firm

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“Prior to working with Enlighten, we had no meaningful metrics in place to help us manage our departments. With the help of Enlighten, our managers are now able to assess and measure the type of work that is consuming most of our time. Managers are also able to direct our efforts towards eliminating waste we are experiencing, on both an individual and team level, paving the way for enhanced productivity.”

Client

Quantifying performance through data

Prior to working with Enlighten, our client did not have the right tools in place to quantify performance and analyze data effectively. There were no agreed-upon standards to help manage the data for multiple personnel in each team and eliminate waste. Another team our individual performance was being measured, resulting in management's "visibility" often being low. Team members were unaware of how their individual performance rated in comparison to their peers.

Unified operations for high performance

The company required a unified system to manage all areas of their operations, with the right team culture in place to support the change. The company called upon Enlighten's consulting expertise to help provide visibility of metrics, identify latent capacity and reduce resource inefficiency. The Enlighten team was instrumental in the development of the company's business, consisting of 200 employees in 24 teams, with the enablement tool training across teams, leading to enhanced productivity and team performance.

Using Enlighten's tools and management methodologies, the company was able to accurately identify the type of work being completed by each team. Enlighten provided value added measurement for activities, allowing managers to identify capacity and efficiency. Enlighten also conducted formal classroom training and continued hands-on coaching with managers and team members. This enabled teams to identify capacity and have daily visibility into both individual and team performance.

Measurable metrics are key to productivity

With higher measurability of team and individual performance, managers have now identified skill shortages and opportunities for growth each during quarter periods. Backlog and customer were significantly reduced, even as output continued to increase across all teams. The availability of daily metrics has allowed the company to measure daily performance and enable tool training across teams, leading to enhanced productivity and team performance.

Standardized metrics drive standardized and metrics

Standardized metrics across the right technology and processes in place, you can measure productivity and measure data in primary metrics. Measurable metrics enable high performance and enhanced productivity.

enlighten® Case Study: Global Insurance Firm

Enlighten



The input

- Case studies in an old template format
- The case studies were both in Word format and PowerPoint slides
- A few lines of instructions



The work

- Create two options for case-templates
- Developed design guidelines for future template use
- Added icons



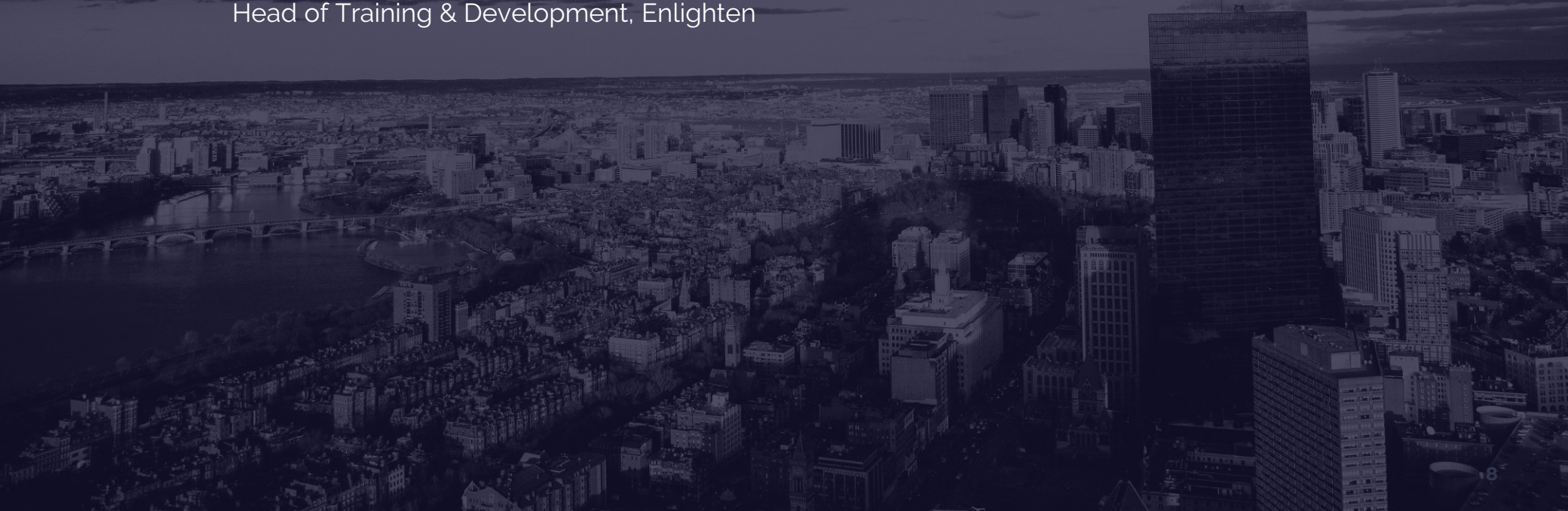
The outcome

- The cases are on live the company's website
- A simple case template that is tailored for digital use and short attention spans



We are a boutique management consulting firm and our clients expect not only excellent content, but also excellent presentation of our ideas. no-more allows us to focus all of our energy on creating superior content, rather than spending time worrying about the visuals

- Penelope Mallinckrodt,
Head of Training & Development, Enlighten



Cobham SATCOM – From draft to delivery in less than 48 hours

Situation

Cobham SATCOM is a leading manufacturer of satellite and radio communication terminals and earth stations for maritime, aero and land applications. The company regularly gives speeches at industry conferences and needs professional PowerPoint presentations.

Complication

When working to a tight deadline for a conference, the company had to change its presentations to a new corporate template.

Resolution

A team of no-more specialists worked in parallel on the project and delivered consistent visuals before the deadline.



Cobham SATCOM continued



The input

- 100+ draft PowerPoint slides
- Simple instructions written in an email
- Corporate visual guideline and PowerPoint template



The work

- A team of no-more specialists worked in parallel to ensure the tight deadline was met
- Visual enhancement was applied to the majority of the slides
- All slides were improved to match the new visual guidelines



The outcome

- A successful conference where the presentations did not steal the show but positioned the products and speakers at center stage

A man and a woman are on a boat. The man is sitting on the deck, looking at a laptop. The woman is standing behind him, looking at the laptop. The background is a blurred view of the boat's interior and exterior.

“

We have extraordinarily skilled sales people, product managers, and engineers who know a vast amount about their area of expertise. They shouldn't be spending time on research or doing presentations in PowerPoint. We believe our employees should focus on what they do best, and enjoy being challenged.

- Daniel Breun,
CMO, Cobham SATCOM

Want to outsource a project?



1

Instructions

Send your input and instructions to request@nomorehours.com

2

Confirmation

no-more sends a confirmation mail including an estimated deadline

3

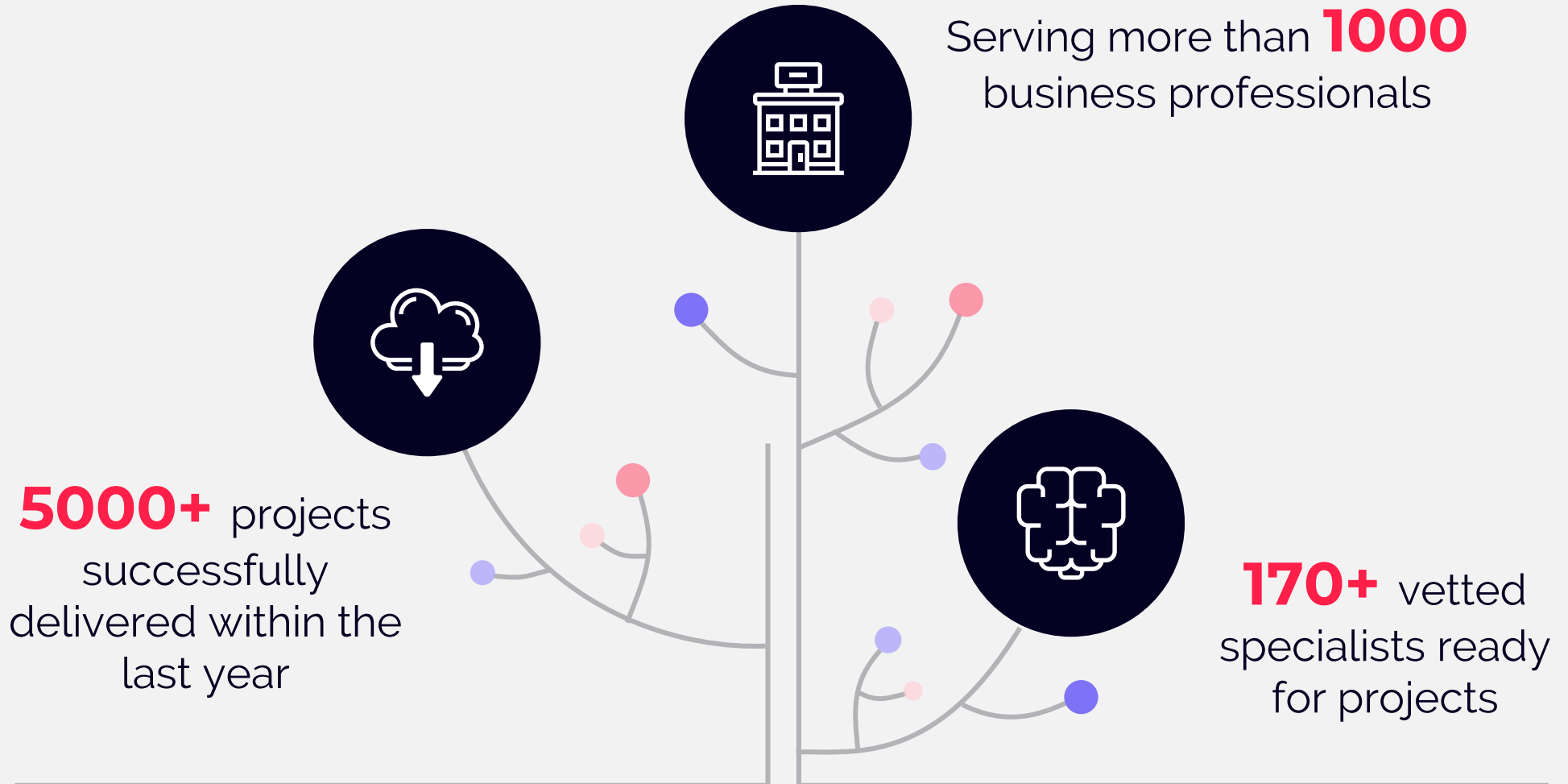
Delivery

no-more returns the project via email by the given deadline

[Send task](#)

Our journey so far

no-more at a glance



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We make it easier for the
world's businesses to
focus on what they do
best