



CASE STUDY

POSTAL WORKERS CONTRACT



4-50,000 SF NEW LEASES

JACKSONVILLE, FL
SAN ANTONIO, TX
PHOENIX, AZ



PROJECT & SCOPE

- Relocation of central call center/claim processing for Postal Workers Contract to different time zones
- Demographic wage and labor studies of 40 potential markets
- Better response time and efficiencies
- Decentralization operations from upper East Coast location
- Implement new process with Imaging Center for paperless environment

VALUE ADDED

- Evaluated and recommended 4 site/locations for centers
- Negotiated simultaneous transactions
- 7/1000 parking at no charge
- Obtained additional Landlord Services to accommodate over-standard densities and 5:00 a.m. – 8:00 p.m. hours at no additional charge with 24/7 capabilities
- Standardized lease documents by utilizing same lease and terms in all locations
- Opened all centers on time and under budget