



## Getting it Done: Xcel Energy Extends Agreement with OPUS<sup>21</sup>

A decade of process improvement has transformed the way corporations operate. As organization leaders, managers are responsible for achieving - and then continually adjusting - the goals of the company. **Xcel Energy** found that outsourcing numerous credit work queues has resulted in not only a better utilization of their employees, but also has provided consistent results of critical activities. Since engaging **OPUS<sup>21</sup> Management Solutions**, processes have been improved and the work is getting done!

"In order for us to manage our business, we looked to an outside vendor," states **Bob Hazuka, Credit Support Manager for Xcel Energy.**" After reviewing several options, we originally chose OPUS<sup>21</sup> due to their expertise, the service they provide, and cost. From the beginning, their leadership skills have brought a proactive approach to process reengineering and have helped Xcel avoid potential problems. Their ability to work independently within our business rules has proven successful in so many ways. A true benefit is that they share their management solutions with us so that Xcel continues to advance in customer service. They have provided a significant return on investment for our organization and I am pleased to extend their agreement."



Several of OPUS<sup>21</sup>'s Team Xcellence Associates

"Managing the credit functions, such as proactive calls to customers prior to disconnect, mail return, close match, and skip tracing has allowed OPUS<sup>21</sup> the opportunity to create new procedures and processes that have streamlined and reduced workload while increasing revenue for Xcel," says **Norma Overbaugh, OPUS<sup>21</sup>'s Chief Operating Officer.** "We have recovered over \$1 million in the last six months alone through our skip tracing efforts. The contract extension is an exciting opportunity to continue working with Xcel to not only share best practices, but to continue implementing solutions that help them increase the velocity at which they do business."

OPUS<sup>21</sup>'s Business Process Outsourcing (BPO) group is widely recognized as a national leader in helping clients manage business processes to better support their strategic business plans and to improve performance, profitability, and shareholder value.

For more information about the Business Process Outsourcing group or OPUS<sup>21</sup> Management Solutions, contact Mike Shuba at (651) 905-0400 / [mike.shuba@opus21ms.com](mailto:mike.shuba@opus21ms.com).

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**Xcel Energy**, headquartered in Minneapolis, Minnesota, is the nation's fourth largest utility company serving both electric and natural gas customers. Xcel Energy has regulated operations in 12 States and revenues of \$15 billion annually. Synergies realized by the August 2000 merger of Minneapolis-based Northern States Power Co. and Denver-based New Century Energies are expected to result in more than \$1.4 billion in cost savings over the next decade, benefiting customers and shareholders.

**OPUS<sup>21</sup> Management Solutions** is a strategic organization focused on maximizing resources and minimizing write-offs through people, processes and technology. Specific solutions include organizational assessment and development, CIS data hosting, inbound / outbound call center activities, first and third party recovery, and skill development of CSRs, in house collectors and leadership teams.



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