

# CE3 Solutions

## Operations and Services Optimization

Delivering differentiated customer experiences through people, process, and technology.

Operations and Service touch every dimension of the customer relationship — from sales and enrollment through fulfillment, logistics, customer service, and the technology that binds them together. When these components are misaligned, the result is unnecessary cost, service failure, and eroding customer loyalty. *When they work in concert, they become a durable competitive advantage.*

**CE3 Solutions** is a boutique management consulting firm whose partners have directly led large-scale operations and service organizations at Fortune 500 companies — with accountability for results. We bring that experience to every engagement.

### Rigorous Diagnostics. Fact-Based Recommendations.

CE3 begins every engagement with a structured diagnostic — analyzing financial statements, KPIs, voice-of-customer data, and real process flows. We uncover root causes, not just symptoms. Through CE3 Solutions, your organization will:

- Gain a precise, fact-based picture of cost drivers, service failures, and workforce gaps
- Identify policy-practice gaps — the most reliable predictors of service failure and unnecessary cost
- Receive experience-calibrated benchmarking that only direct operating leadership can provide

CE3 recommendations are specific, sequenced, and designed for real-world implementation — delivering early wins while building momentum for lasting change. With CE3 Solutions, your organization can:

- Standardize products, processes, and measurement across regions and business units
- Reduce cost through lean engineering, automation, self-service, and root cause error elimination
- Build internal capability and leadership confidence that sustains improvements after the engagement ends

### Let's Connect

Whether you face urgent operational challenges or want to build long-term competitive advantage, CE3 Solutions brings the experience, methodology, and credibility to help you move faster and with greater confidence. We excel in complex and urgent situations where the stakes are high and the margin for error is low. Contact us to discuss your priorities — the right starting point is a conversation.

Edward Hawthorne, Chief Administrative Officer

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