Creating Space for Strategy

A large client with a lean HR team was overwhelmed by thousands of employee inquiries and a backlog of 400+ unresolved benefits emails. Following a company acquisition, HR needed space to focus on strategic priorities. Aptia stepped in as a dedicated partner.

Our support helped the client:

- Clear 400+ unresolved emails in weeks
- Handle 80–100 new inquiries per week with 24-hour turnaround
- Standardize processes and enable self-service
- Transfer knowledge for sustainable improvements

See how Aptia turned operational challenges into results.

Read the Full Case Study

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Creating-Space-for-strategy.jpg



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