



EBS: USING FRANKLINCOVEY FOR GROWTH

Background

Headquartered in the United States near Kansas City, the EBS Group is a professional services and software engineering firm. EBS has satellite offices in San Francisco, Washington D.C., and British Columbia, Canada. Its clients come from many sectors including healthcare, construction, engineering, bio-technology, insurance, federal and state government, manufacturing, and services. EBS focuses on delivering “real results and real returns” by providing high-impact, low-risk automated solutions for real-time enterprise information, content management, business alignment, collaboration, identity management, custom development, Web services, and security/compliance. The company’s mission is to add value to corporate decision making by integrating best practices, business processes, and enterprise information via Internet-based applications. EBS

understands that technology plays a crucial role in solving real business issues. As an industry leader, EBS is poised for the significant growth new technologies and the Internet are providing.

To prepare for this expected growth, EBS began consulting with FranklinCovey to create growth-capable structures, flexible systems, and a robust employee-training process. Among the goals EBS desired to achieve were to:

- Increase project productivity and profitability.
- Create a more focused service-delivery model, which included getting information to Clients faster and identifying resources quicker.
- Craft a project-management system to manage client and project-team communications and records.
- Reduce implementation time.
- Improve customer satisfaction.
- Deliver real solutions and real results.

Intervention

EBS began by implementing a basic employee-training program for the 23 employees within the company and then expanded its offerings to focus on key skills. EBS first implemented FranklinCovey's *FOCUS: Achieving Your Highest Priorities™* workshop followed by *Project Management™* training, then training in *The 4 Disciplines of Execution®* as well as in *The 7 Habits of Highly Effective People®*. All of these workshops were facilitated by FranklinCovey consultants.

The executive leadership team also spent several days off-site in training and team building with FranklinCovey consultants. EBS then positioned itself to educate prospective clients and new and current employees on the importance of the FranklinCovey solutions by sending members of its management team to attend certification training in *The 4 Disciplines of Execution*.

Results

"By investing in FranklinCovey's training and consulting, we are choosing to invest in the people here at Enterprise Business Solutions," said Scott Jenkins, CEO and managing partner. "FranklinCovey's solutions have enabled our employees to know, understand, and focus on accomplishing our most important business goals and objectives by increasing the levels of trust and effectiveness within our organization."

As a result of the skills obtained by FranklinCovey training and focus, EBS has achieved many of its key company goals and objectives. Productivity is increasing, customers are receiving information in a more timely manner, and systems and structures are being aligned to provide better customer service and satisfaction. EBS has not only seen a significant increase in revenue, but an increase in the effectiveness of employees. These results have allowed EBS to expand its workforce to meet the needs of its growing client base, thus creating the foundation ■

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—Scott Jenkins