

## **Boomer Challenge?**

With key people in administrative tasks getting older and repetitive datarelated tasks becoming more and more part of the job, well prepared, lower cost, tech-savvy people could be an alternative way of getting more productivity out of the data burden.

## **Baby Boomers Retiring**

Companies typically say that one of their main concerns is the challenge of replacing the knowledge and skills those older workers will take with them on the way out the door

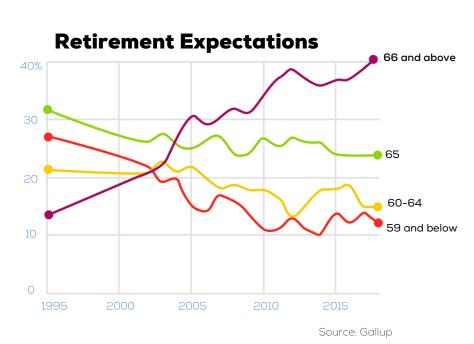
In the next five to ten years, more than 60% of companies expect challenges coming from late retirement of key people. The challenge becomes larger when early retirement is taken into account.

10,000 baby boomers are turning 65 every day,

With workforces aging, and sometimes retirement being delayed from higher life expectancy, being able to get the most of the valuable experience from older generation employees becomes a key activity. But that only works if the right workload is offered to all these key people. Don't expect 65 hours weeks from them.

And that comes in parallel of coming new technologies and ways of doing things that supposedly younger generations are better at.

By taking advantage of all options available at the market, we believe that a better productivity, cost, and decision-making can be obtained.





## An alternative way of getting the most of information (and from your key people!)

There is an alternative approach to solving all these needs. The key to this alternative is to be able to identify the core activities that need to be assigned to the more knowledgeable people in the team.

This seems more trivial than it is. The rest of the work can be assigned to another group in the team, helped by technology that can make life easier for everyone.

Core Team
Activities Examples

Customer Strategy & Relationships

Employee Development & Satisfaction

Quality, Process Improvement & Innovation Management

Financial Analysis, Reporting
& Capital Management

Data Processing



Better Customer Service Back Home

This approach requires someone making sure the right management is taking care of the rest of the team, but also the interaction between the processes, and the interaction between both teams. This manager takes care of monitoring the KPI's of those processes.

