

CASE STUDY



EXPRESS SCRIPTS



Express Scripts Locates New Patient Contact Center in St. Mary's, Georgia

QUICK FACTS

- Express Scripts desired a new location for a 650-employee patient care contact center
- Requirements included specific time zone location and community support
- Interest from labor pool was very high, 1,500 showed up to job fair on the first day
- State infused \$900,000 toward purchase of new facility
- Bond offering helped complete purchase of building
- Express Scripts was given option to buy building at end of 10-year lease term

St. Louis-based Express Scripts is one of the largest Pharmacy Benefits Management (PBM) companies in North America, providing integrated PBM services to more than 50 million members with facilities in thirteen states and Canada. Express Scripts serves thousands of client groups, including managed care organizations, insurance carriers, third-party administrators, employers, and unionsponsored benefit plans.

Challenge

McKinsey & Company, a leading management consulting firm who had experience with the Labor Analytics Group (LAG), referred the group to Express Scripts. Looking to establish a 650-employee patient care contact center to handle member inquires about pharmacy benefits, Express Scripts wanted to lower operating expenses without sacrificing quality of service. Requirements for the selected community also included support from local public officials and a location in the Eastern Time Zone.

“We wanted to add capacity to our nationwide contact center network,” explained David Norton, vice president of corporate development for Express Scripts. “Our first priority for the contact center location was high quality service agents, followed by competitive cost structure and finally attractive incentives.”

Solution

LAG provided labor market intelligence, demographic analysis and identified finalist markets. LAG organized tours of five communities. Ultimately, the Express Scripts selected St Marys, GA. One of the oldest cities in the country, a population of more than 15,000, St Marys had lost 1,500 jobs over the previous two years. The community offered a well-educated labor force that was ready, willing, and able to go to work. Attendance at the first day of an Express Scripts job fair exceeded 1,500 applicants, a reflection of high interest.

Benefit

Express Scripts hired 650 workers for its new location. Positions for contact center agents, supervisors, managers, and support staff were filled at significantly lower costs. The company received training grants and approximately \$900,000 from the Georgia One Governor’s Fund to use for the purchase of an appropriate facility.

The Camden County Joint Development Authority, assisted Express Scripts in a bond offering to purchase the 60,000 square-foot building. The city owns and leases back the building to the company for 10 years. Afterwards, Express Scripts can purchase the facility for \$1. In addition, the company will receive a full property tax abatement for the building, resulting in lower operating costs and capital expenses.

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