



E4E Cost Reduction & Efficiency Improvement Recommendations

Recommendation A: AI customer service

Proposal: Replace customer service employees with AI chatbots.

- **Savings:** €1 million
- **Number of Jobs Affected:** 30 positions eliminated
- **Customer Satisfaction Impact:** Potential drop by 10%

Recommendation B: Mandatory training

Proposal: Invest in upskilling training programs.

- **Cost impact:** €200,000 annually, reallocated from marketing
- **Expected Productivity Increase:** 10%

Recommendation C: Workforce layoffs

Proposal: Lay off 20% of low-performing staff based on AI metrics.

- **Savings:** €3 million
- **Number of Jobs Affected:** 50 positions eliminated
- **Productivity Threshold:** Below 60%

Recommendation D: Performance monitoring

Proposal: Introduce an AI-driven monitoring system that tracks employee productivity, issuing alerts for low performance and scheduling mandatory improvement meetings.

- **Cost impact:** €300,000
- **Expected Productivity Increase:** 15%
- **Projected Employee Feedback:** 25% negative (perceived micromanagement)

Recommendation E: Automate administrative tasks

Proposal: Use AI to automate routine administrative tasks (scheduling, reporting).

- **Savings:** €600,000 annually
- **Number of Jobs Affected:** 20 positions shifted to strategic tasks (reduced workload)
- **Reduction in Administrative Errors:** 40%