



Diakon

- www.Diakon.org
 - Administrative offices in Allentown and Mechanicsburg, PA
 - Operates program sites in PA and MD
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Results

- Diakon will save 41% on waste & recycling expenses annually.
- Edge Insights has secured more than \$5,000 in refunds for billing errors.
- Edge Insights continues to monitor Diakon's waste & recycling expenses on a monthly

Diakon Lutheran Social Ministries Saves 41% on Waste & Recycling Expenses

The Client

Operating in Pennsylvania and Maryland, *Diakon Lutheran Social Ministries* offers a continuum of senior lifestyle and health services, including comprehensive senior living accommodations, health-care services, and community-based programs. Diakon also offers a range of services for children, families, and communities. Diakon's programs serve approximately 63,000 people annually. Working in more than 35 service centers and senior living communities, some 2,200 Diakon staff members bring hope, hospitality and healing to thousands of people each day.

The Challenge

Diakon has relied on Edge Insights' expertise to reduce energy & telecom expenses since 1997. When Edge Insights added waste reduction as a service, it became the next logical area for Diakon to engage Edge Insights' skills to produce additional savings.

The Solution

Edge Insights offered a way for Diakon to receive an in-depth review of its waste & recycling expenses on a contingency fee basis. This review included a forensic bill analysis, a contract compliance audit, a competitive market analysis, and an on-site survey to assess the waste & recycling process at each location. After this project was completed, Edge Insights provided a detailed summary of ways that Diakon could realize savings and refunds. After obtaining Diakon's approval, Edge Insights went to work implementing the opportunities and securing all possible refunds. Through Edge Insights' efforts, Diakon's waste expenditure was reduced by \$16,000 a month and the organization received more than \$5,000 in refunds for billing anomalies.

Contact Edge Insights

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"Edge Insights was the first company to approach us with this type of service offering. Given the fact that the agreement was contingency-fee based and that Edge Insights bore all of the expenses, we were eager for Edge Insights to complete its review. We couldn't be more pleased with the effort that they put into this project and the results they were able to achieve."

David Fralick, Executive, Facility Management
Diakon Lutheran Social Ministries
