

# UNEMPLOYMENT Case Study



Best Buy Co., Inc. is HQ in Richfield, Minnesota and operates more than 1,000 stores throughout the United States. Best Buy transitioned to CCC in an effort to find a more focused partner. CCC improved their program by having more interaction with their field managers, providing more time and less effort to respond to claims, and providing a deeper level of consultation on all hearings. By communicating with the field, CCC was able to ensure the right person was involved in each unemployment case and the correct information was provided which resulted in a higher win percentage at the initial claims level and fewer appeals at the hearing level. Through ongoing training, CCC continued to improve compliance and win rates as well.

## Follow the Money!

Actual Tax Savings in the First  
Year

**\$3.2M**



### PRIOR VENDOR:

- Protestable Rate: 49.5 %
- Claims Win Rate: 87.87 %
- Compliance Rate: 94.99 %



### CCC 2019

- Protestable Rate: 60.95 %
- Claims Win Rate: 97.42 %
- Compliance Rate: 98.51

[WWW.CORPORATECOSTCONTROL.COM](http://WWW.CORPORATECOSTCONTROL.COM)

(800) 207-6926

Offices Nationwide

