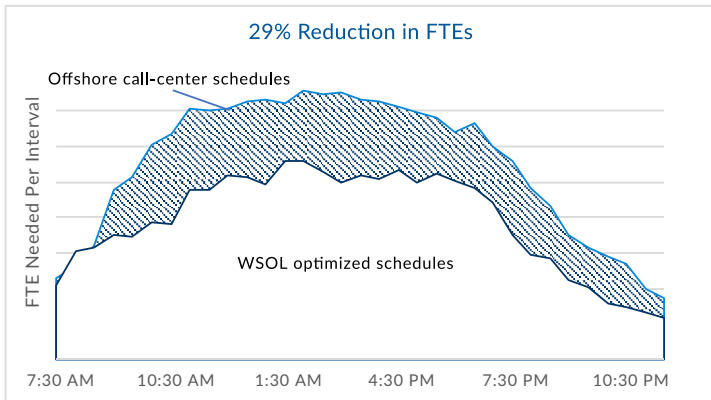


ONSHORE ENSURES GREATER BUSINESS VALUE



Fewer Agents Needed

A client was using an offshore call center provider for some of its work. The client asked us if onshore services could deliver more business value. After analyzing the call volume, Working Solutions (WSOL) determined that it could handle the same demand in the U.S.—with 29% fewer full-time equivalents (FTEs).

Why? Because our flexible scheduling model enables contact center agents to be more productive. Plus, there’s another projected benefit—increasing calls per hour by 42%. And it could be done while still maintaining quality numbers and the ability to scale up for volume fluctuations.

Improve Savings, Boost Satisfaction and Performance

Offshoring, once a double-digit bargain for businesses, is not as efficient as companies believe—up to 29% less efficient. Companies are boxed by having either too many seats or not enough. They are handicapped by a pay-by-the-hour business model, plagued by agent idle time and low productivity. And calls-per-hour savings are not as advertised by offshore providers, running up expenses.

There’s a better way for clients to operate and perform—on several levels. Based on an analysis done for a hospitality industry client, we estimated:



Reduced FTEs

Working Solutions’ scheduling is more efficient than offshore call centers—decreasing the number of FTEs by 29%.



Higher Utilization

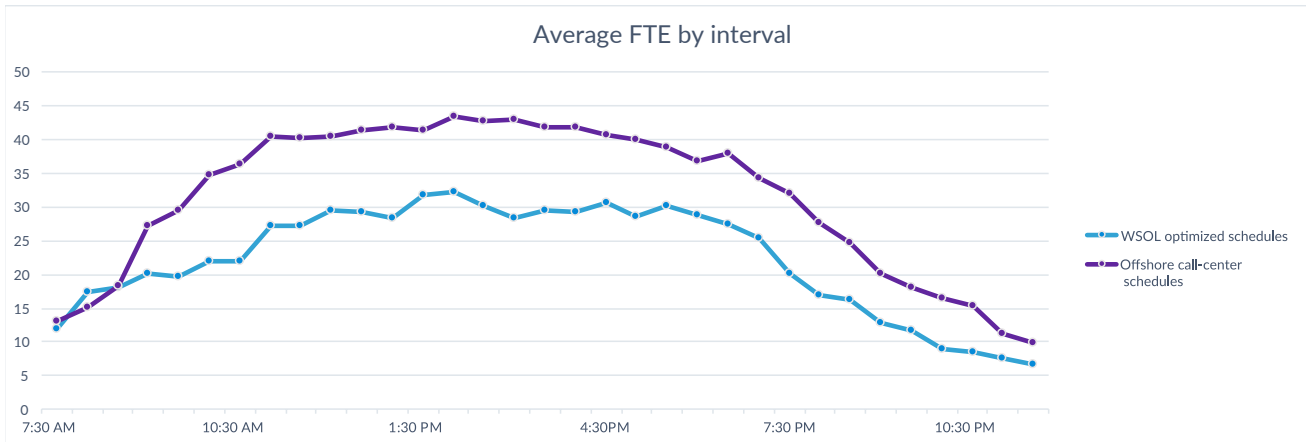
Optimized network translates into cost-per-call savings of 11%—compared to current offshore cost per call.



Calls-per-hour Improvement

Productive agents translate into more utilization per hour—an increase over offshore vendors of 42%.

Average FTE Benefits



Why Working Solutions works best.

Clients desire an optimized network to help them handle contact volume. They also want a provider that delivers consistent quality and efficiency, adapting to ever-changing volumes. Working Solutions does both. More effectively onshore, with a network of U.S.-based agents.

Your needs. Our solutions.



Cut costs

Streamlined workforce—with fewer FTEs to manage.



Improve efficiencies

Focused scheduling increases overall productivity.



Increase performance

The ability to scale up—without sacrificing quality or service.



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