

## 7.3 VENDOR INFORMATION

**Name:** Working Solutions is a recognized leader in on-demand, onshore contact center outsourcing. The company has placed in the FlexJobs Top 100 Companies for Remote Jobs for the past five years—the last four in the Top 10.



(VIDEO) 20+ Years of Great Customer Experiences. In 1996, visionary entrepreneur Kim Houlne saw the need for on-demand contact center services. [Watch Video >](#)



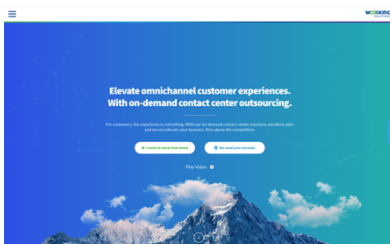
In 2019, Working Solutions again made the FlexJobs list of top companies, including Appen, Amazon and UnitedHealth Group. [Read more >](#)

**Address:** Working Solutions is located at 19111 Dallas Pkwy #180, Dallas, Texas 75287.

**Primary Contact:** **Troy Hesselgesser:** senior vice president for Business Development (972) 964-4800 (X 222) / (949) 355-3646 / [thesselgesser@workingsol.com](mailto:thesselgesser@workingsol.com).

**Phone Number:** Main office, (972) 964-4800.

### Website:



Business-to-business site –  
[workingsolutions.com](http://workingsolutions.com).



Agent/jobsite –  
[jobs.workingsolutions.com](http://jobs.workingsolutions.com).

We serve FORTUNE 500 companies, as well as mid-sized businesses. Clients see value in our proven, distributed-workforce model. A number of them have been with us for years, including A Place for Mom, Egencia and StubHub. Other clients will work with us, conclude their programs—and later return for repeat business, such as McKesson and Intuit.

**Site Location(s):** As a fast-flex customer service operation, Working Solutions does not have traditional, brick-and-mortar call centers, which are limited by geography. Instead, our remote agents are part of distributed workforce, operating with great flexibility through a virtual network 110,000+ strong that spans the United States and Canada.

**Key**

- > 500
- 300-499
- 100-299
- < 100

**Number of Employees:** As a virtual company, we practice what we preach. We have 150 employees, with 80% of them officing offsite and the rest working at the Dallas corporate headquarters. Remote workers include executives from our senior management team. All of our contact center agents are independent contractors (1099)—customer service professionals working from home throughout the United States and Canada.