



ABOUT US

Founded in 1996, Working Solutions began as an idea that sparked an entire industry—remote contact center outsourcing. With **20+ years of success**, the company is a recognized leader in on-demand, business process solutions. Fast and fluid, its U.S.-based workforce of sales, customer care and tech support agents delivers double-digit results for clients.

BENEFITING CLIENTS

Delivering Solutions

Our solutions and agents reflect a client's culture and customers. That's how, within 48 hours, we delivered 100s of agents to seamlessly handle **1,000% increase in calls** for a financial services client.

Serving Industries

You can't serve a business unless you first know the business. That's why we were able to fully prepare **150 bilingual nurses** in a few weeks to help a major healthcare company serve 1,000s of patients.

Bigger Results

A New York City-based retailer needed to complement its in-store business with online and phone sales. Our retail experts stepped in and scaled up to handle the holiday rush, meeting a **300% increase** in demand.



Buttoned Up. Buttoned Down.

A series of epic winter storms buried the East Coast, forcing business shutdowns and event cancellations. No-go and no-show were not options for customers of a major ticket reseller, however.

As fans buttoned up, Working Solutions buttoned down. With little notice, 1,000's of agent hours were added to handle the load, serving fans who were selling and buying tickets—storm after storm.



MEASURING UP

Stepping In. Stepping Up

Over a June-to-October time period, a major energy company underestimated demand by 20%.

Not only did the client need a responsive workforce to step in, but it also wanted agents to achieve a 92% productivity rate. That meant only six minutes of idle time per hour.

Working Solutions helped recover nearly 90% of the unexpected demand. Plus, our agents exceeded performance of the client's internal team by more than 10%.

92%

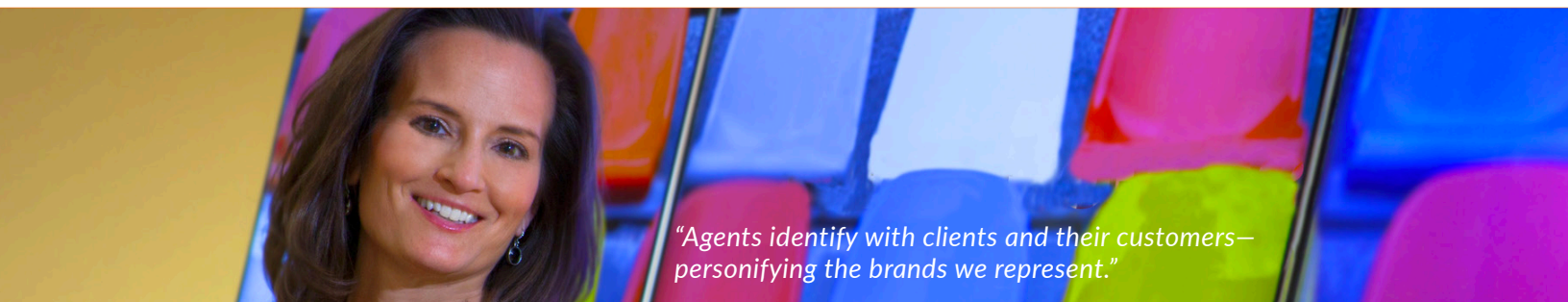
Maintained client goal of **92%** productivity.

90%

Recovered nearly **90%** of unexpected demand.

10%

Exceeded by **10%+** in-house performance.



"Agents identify with clients and their customers—personifying the brands we represent."

Recognized Leader

Chief executive Kim Houlné pioneered distributed contact center solutions across America. In 2017, FlexJobs recognized Working Solutions for the third straight year among its Top 100 Companies for remote work, ranking it #7.



CONTACT

Troy Hesselgesser
972.964.4800 x 222
thesselgesser@workingsol.com
www.workingsolutions.com