

CONTINUITY DURING CRISIS

One of the world's largest nonprofit relief organizations needed help scaling up its response to the costliest natural disaster in US history.

AN URGENT NEED: *The disaster relief checklist included:*

- A large team of on-demand travel specialists to assist regular staff
- Thorough knowledge of Sabre Global Distribution (GDS) system
- Professionals accustomed to working under pressure and extended hours
- Assurance of maintaining quality service while containing costs
- Compliance with all state and federal security requirements

37%

Reduced
Preparation Time

72
HRS

Travel Specialists
Deployed

SOLUTION DEPLOYED: *Within 72 hours, the organization received:*

- Operations continuity with scaled-up expertise
- Exclusive access to a team of experts in crisis response and recovery
- Service from GDS specialists with knowledge relevant to the need
- Seamless remote/virtual integration for immediate assistance
- An alternative to increasing headcount, staff hours and overtime

CRISIS MET: *Nonstop disaster relief delivered and empowered by:*

- 37% reduction in prep time by prequalifying agents with the right skills
- Quickly and efficiently moving thousands of workers into the area
- Successfully handling high call volume and fluctuating peak times
- Increasing flow of services without disruption to everyday business
- Maintaining quality and security with no major cost escalation

"We are very impressed with their responsiveness, flexibility and quality. Their expedited service ensured staff and volunteers were in place to provide safe shelter, food, medical supplies and comfort."

- Vice President, Mid-Atlantic Affairs Travel Management Co.

FAST AND COMPREHENSIVE CRISIS RESPONSE

Operate with peace of mind knowing that business continuity is in place to handle any crisis.

The Power to Scale



Mobilizing an army of workers required more resources than the relief organization's regular travel management company could handle so it called upon our network of on-demand virtual agents to step up with round-the-clock availability.

Access to Specialists



Dozens of extra travel specialists were needed fast — including those with experience in specific reservation systems (like Sabre/GDS) and who could integrate well with existing staff. With virtually no prep time, these experts had to step in and deliver in a high-pressure, around-the-clock scenario.

Nonstop Relief



Trained to excel in high-stakes situations, our team of on-demand specialists assembled a remote team in 72 hours, cutting prep time by 37%. The result? Continued operations and scaled-up communications, with costs contained, and quality and security compliance assured.

ABOUT US

With 24+ years of success, Working Solutions is a recognized leader in home-based call center solutions. Fast and fluid, our workforce of sales, customer service and tech experts is on demand for your brand.

CONTACT

Take the next step
866.857.4800

sales@workingsol.com
workingsolutions.com