

Ensuring Continuous Operations: *What's the state of your business?*



It's not the numbers so much. They always change. Rather, it's being able to align them with ever-shifting business needs to deliver on-demand services.

Ensuring continuous customer sales and service operations—be they steady-state, fast-flex or long-range—requires forethought.

At Working Solutions, we partner with forward-thinking clients that anticipate, prepare and perform for the here and now—and what's to come—to keep continuity constant.

Moving with the Business

From Steady-State to Fast-Flex to Long-Range Service

By definition, business continuity needs to be constant.

Challenges, however, make for change: Demand shifts. Volumes fluctuate. Stuff happens.

To stay on top, a business needs capabilities to go from steady state to ready state to future state—and then back again or anywhere in between. And while circumstances vary, forward-thinking organizations ride them out with predictive planning and responsive resources.

That's what we provide at Working Solutions, augmenting or complementing client operations and serving their customers with appropriate levels of service.

Serving Customers Well—No Matter What

"We have watched your teams handle millions of customer calls. We have seen you survive ash clouds, snowstorms, floods and hurricanes and you have done all this reliably, professionally and with one committed focus and goal—doing the absolute best for the American Express Travel customer."

American Express

Steady State:

For instance, 45 on-demand agents might be required for a steady-state operation. We can recruit, onboard, train and schedule agents from all across the U.S. in short order—ensuring they're virtually ready with the right skillsets and tools to serve your customers.

This level of service might be sufficient for companies that don't experience peaks and valleys in their contact volume—be it daily, weekly or monthly. For steady state, agents are:

- Rigorously screened, with backgrounds checked and skillsets aligned by industries and clients
- Educated professionals, with more than 80% having college education and 60% having management experience
- Experienced in customer care, averaging 11 years in service and five years in sales

Ready State:

This level of service could call for 250 agents, triggered by anticipated seasonal spikes in business or unexpected events, such as a pending storm or weather related shutdown.

It includes all of the steady-state business requirements, plus agents being on call, ready to perform at a moment's notice.

These agents are thoroughly trained, so that they're set to go.

For ready state, agents are:

- Well educated in your programs and requirements, ensuring no gaps in support and care
- Within easy reach to ramp up immediately to handle increased volume and waiting customers
- Paid as you need them, providing premium talent on tap at the highest levels of service

Future State:

Working with growth businesses requires agility and flexibility in our staffing model—sometimes with up to 500+ agents needed in reserve.

Because of these high demands, agents are pre-identified through thorough screening, interviewing and background checks. Their skillsets are earmarked for client current and future needs.

Working Solutions draws the right talent from its vast U.S. database. Our HR team matches agents with pending placements, aligning skillsets to specific business needs to ensure a smooth, seamless growth plan. For future state, agents are:

- Available to be brought onboard from anywhere across the U.S.
- Perfect-fit and pre-identified to meet the client's exacting demands
- Part of a large workforce in reserve, identified at no cost to clients, and able to scale up

Leave Nothing to Chance

Not many customer sales and support models can morph and move with digital business demands. With Working Solutions Agents OnDemand™, clients can flex their sales and services up or down, based on anticipated or unexpected business situations.

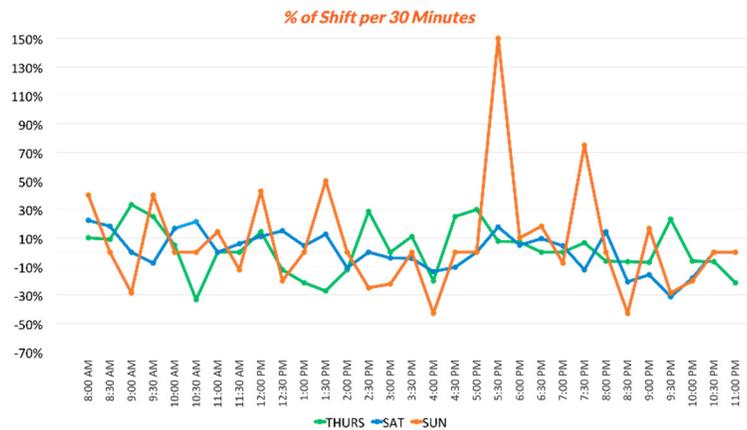
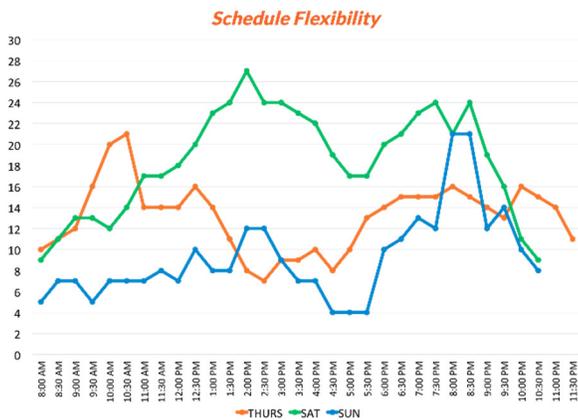
One client, a proponent of business continuity, believes smart staffing is key. Anything less and “you'll wake up dead.” He leaves nothing to chance. Experience has taught him that anticipation beats angst every time.

That means you plan and prepare to perform. With Working Solutions, clients can be assured of continuous operations—be they steady state, ready state or future state.

Serving Current Needs and Future Demands

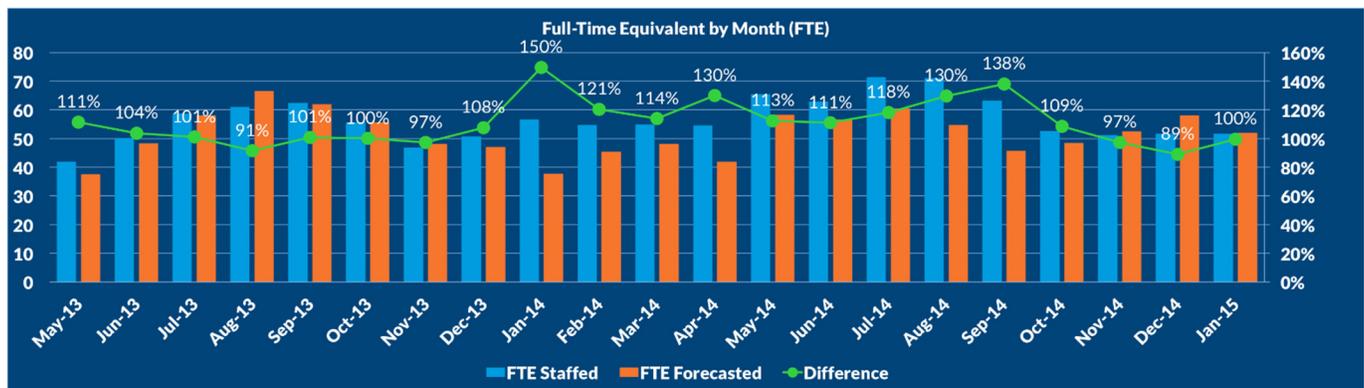
“It’s only rock ‘n roll” –but we like it

For a major event company, customer demands fluctuate by the day of week and time of day. No matter the event, the client can never afford to miss a beat. Time and tickets are money. So operations must run steady and smooth for the show to go on—or get rescheduled, if need be.



“Shop till you drop” –not likely with us

Retail is a be-ready business. Consumer expectations rise. Demands increase. Best have the right resources in place to anticipate and respond. This chart shows the difference between forecast full-time equivalents (FTEs), as seen in orange, and the staffing actually needed (blue)—ensuring steady service and no lost business. The green line tracks the percentages of staffing required to handle fluctuating volumes—high and low.





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