



CALL CENTER SERVICES

Provide professional quality services of superior value that yield long term relationships.

Overview

In today's increasingly complex and competitive business environment, more successful companies are outsourcing non-core processes to improve financial performance. Our clients need the flexibility to focus more of their time on core processes to ensure their businesses thrive in a globally competitive market place. Our business is managing non-core processes for our clients.

MMC provides technical and non-technical staff augmentation services nationwide for short and long-term assignments. MMC's call center experience includes the development, implementation, and operational support of programs and systems.

Positions and services include:

- > Call Center Operations
- > Help Desk Operations
- > Customer Service Representatives
- > Collections
- > Claims Representatives
- > Call Center Managers
- > Call Center Trainers

Call Center Management Solutions

We provide comprehensive workforce solutions to support the needs our clients call center initiatives at every stage of program, product, or business lifecycle development.

MMC provides extensive project-based and ongoing operational support services nationwide. At MMC, we source efficiently, manage effectively, and retain the best.

Primary workforce management solutions include:

- > Contingent Workforce Acquisition
- > Direct Placement
- > Human Resource Outsourcing
- > Independent Contractor Program
- > Professional Payrolling
- > Recruitment Process Outsourcing
- > Web-based Employee Management System



Differentiators

MMC delivers consistent, call center management consulting services nationwide, helping our clients better compete and manage their corporations in a fast-paced ever changing economy. We deliver project start-up, management and support services, not simply consulting reports.

We work side-by-side with our clients to provide strategic direction and project planning by:

- > **Understanding** project requirements
- > **Planning** initiatives to exceed project requirements,
- > **Implementing**, planned initiatives in accordance with client requirements, and
- > **Supporting** projects with comprehensive workforce management solutions.

MMC Call Center Advantages:

- > Twenty years of experience.
- > Proven recruiting strategy.
- > Existing On-Shore / Off-Shore Partner Network.
- > MMC Proprietary Employee Management System.
- > Pre-Screening Skill Assessments.
- > Transition Management

As experts in human capital, MMC provides "been there, done that, and done it well" project resources to help our clients build the businesses they need for tomorrow. MMC provides the right resources, at the right time, for the right price.

Industries / Markets Served

MMC partners with several of the largest service providers in the United States to manage call center solutions for commercial federal, state and local clients within the following industries.

Information Technology
 Telecommunications
 Healthcare
 Finance
 Banking
 Retail

Automotive
 Manufacturing
 Insurance
 Transportation
 Energy