



Innovation. Excellence. Results.

“At MMC, we source efficiently, manage effectively, and retain the best.”

DFW Call Center

Project Description

A Fortune 500 client engaged MMC to recruit project management and customer service staffing for one of its largest call centers in Texas. On very short notice, MMC completed the project ahead of schedule, staffing the project’s management office, including mid-level and operational managers, as well as customer service representatives. The client utilized MMC office space to commence startup activities as the call center space was built. In addition, MMC located four of its recruiters on-site to deliver this project within budget and ahead of schedule.

This engagement required MMC to screen, test, and deliver the best resources available in a short period of time. MMC recruited resources and worked directly with the client to payroll all personnel with the client as the employer of record. MMC is truly dedicated to the success of our clients by acquiring and maintaining the financial and human capital to manage and operate large-scale projects without compromising our ability to provide maximum flexibility in meeting the needs of our clients.

MMC Recruiters provided the client with more than 500 call center managers and customer service agents in less than four months.

Core Services Provided:

- **Project Management & Delivery**
- **Transaction Processing**
- **Call Center & Help Desk Operations**
- **Transition & Change Management**
- **Professional Payrolling**
- **Human Resource Outsourcing**



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