



CALL CENTER

UP AND RUNNING IN DAYS, NOT WEEKS

MMC provides strategic staffing services through dedicated staffing partnerships and workforce management solutions. Our enterprise approach focuses on uncovering what drives your resource needs so that we can provide the staff, training, support resources and expertise to help you accomplish your business goals.

Staffing and running a call center at peak efficiency requires equal parts timing and expertise. MMC provides turnkey resources, systems and operations to get your call center up and running in days rather than weeks.

Frequent surges in call volume and the high turnover inherent in the call center environment requires a steady pipeline of qualified candidates. MMC will keep your call center fully staffed from day one, as well as maintain a pool of trained, ready-to-work talent to fill each training class and keep your operation productive and efficient.

AREAS OF EXPERTISE

- › Call Center Management
- › Call Center Training
- › Claims Management
- › Collections
- › Eligibility Processing
- › IT / Help Desk
- › General Customer Service
- › Transaction Processing

INDUSTRIES SERVED

- › Financial Services
- › Healthcare
- › Information Technology
- › Insurance
- › Public Sector
- › Retail
- › Telecommunications
- › Transportation

CALL CENTER SERVICES

Resource Acquisition Pipeline Strategy

We evaluate your specific needs related to timing, volume, diversity, type of service and local market conditions to create a multi-channel pipeline strategy that meets your short and long-term resource acquisition needs.

Surge Strategy

Call volumes can vary widely throughout the year based on seasonal patterns or new product or service introductions. MMC helps you manage resource levels in your call center to support surge needs from beginning to end. Our surge strategies include resource acquisition, onboarding, training and separation.

Screening, Selection & Onboarding

Our unique screening and selection process evaluates a candidate's overall fit based on skills, behavioral traits and work style, in addition to standard background, credit, drug and fingerprint screens as needed. Our goal is to deliver resources that are trained and ready to work to each call center class.

Employer of Record

Higher employee turnover in call centers means unique challenges and risks for call center operators. Our employer of record services guarantee compliance with employee documentation and benefits requirements at the local, state and federal levels.

Performance Management & Retention

Our employee performance measurement and reporting systems improve employee satisfaction and reduce turnover, resulting in better service levels and lower costs.

BENEFITS

> Quick-Match Strategy

Surge needs typically met within 3-7 business days

> Work-Ready Resources

Quality pre-screened resources, trained and ready to work

> Your Partner in Call Center Strategy

Collaborative approach to improve call center performance and reduce costs

> On-Site Resource Management

On-site employee supervision and retention



ABOUT MMC

MMC delivers strategic staffing services to Fortune 1000 companies, major system integrators and government agencies through dedicated staffing partnerships and workforce management solutions. MMC was founded in 1992, and is headquartered in Irving, Texas.

Dedicated Staffing Partnerships

- > Enterprise-Wide Staffing
- > Project-Based Staffing

Workforce Management Solutions

- > Work-Ready Resources
- > Employer of Record
- > Project Partnership

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