

# Engaging 100 Call Center Reps in 72 Hours

Hiring and onboarding 100 contractors for a \$22 billion global technology company within 72 hours.

**Client**

Global Technology Company

**Services**

Strategic Staffing

**Areas of Expertise**

HR, Administration & Operations

**Industry**

Technology

## Our Challenge

Our client, a Fortune 500 global technology company, was significantly impacted by COVID-19 when its offshore call center provider, located in the Philippines, was forced to discontinue operations. Vaco was engaged to quickly stand up remote onshore call center services to support our client's customers.

## Our Solution

Within 72 hours, Vaco's local and national teams successfully identified 140+ qualified remote call center representatives who were able to start immediately, and with all the necessary equipment and work-from-home capabilities. Our client asked us to remotely onboard 100 of the skilled representatives that we sourced (many of whom had been recently displaced due to COVID-19). Additionally, we onboarded 18 standby resources to mitigate any attrition risk. The professionals were primarily contractors; however, Vaco extended our client the opportunity to hire top performers as full-time employees. To support our 100 contractors and to minimize inefficiency and turnover, we exclusively dedicated a Vaco management team member to our client's initiative.

# 100

**professionals engaged to stand up our client's call center within 72 hours.**

# 70%

**of contractors hired were recently displaced due to COVID-19.**

Similar to our rapid response described above, Vaco's global recruiting capability allows us to support client engagements of all sizes and complexity across most job functions and locations. Vaco employs a comprehensive candidate screening process and onboarding best practices to provide maximum client value and minimal operational disruption.

**More than 70% of the contractors who were hired had been displaced from their careers due to COVID-19. The success in placing these professionals has strengthened a mutual trust and commitment between the client and Vaco, proving Vaco's ability to serve clients and job seekers even in the most tumultuous scenarios. The client was able to maintain business continuity and a high degree of customer satisfaction.**

**Free Yourself. Get in touch today.**

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