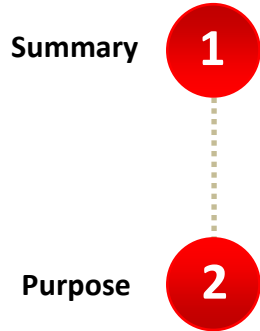


80% Retention Rate With a \$5 Million Dollar Savings



Vision Alignment was hired to support a contact center who was committed to not falling into the notorious contact center trap – wasting money and time on the loss and turnover in Talent.

Quickly identify their emerging problems with talent: the wrong hiring techniques were being used and the wrong people were being hired. This combination created a losing situation across the board, both in costs and in a loss of member satisfaction and growth.

Vision Alignment’s efforts have resulted in a 3-year track record for managing costs while enhancing the member and partner experience during a time of accelerated growth.

Vision Alignment got down to business utilizing its repeatable 3-Tier System to Hire the Right Talent the First Time®, in alignment with its 4-Quadrants® to ensure hiring the ‘whole’ person. Along with this, we utilized PDP® to put the right people in place and hire the right people from the beginning

This contact center is still on track with 80% retained agent talent, along with 90% of retained management after five years. This while having some of the highest marks in member satisfaction. Put the math to that – a cost savings of nearly \$5 million. The outcome... profitability was achieved and market gains seen almost immediately.

