



FLEXIBLE CALL CENTER ENSURES OPEN COMMUNICATIONS

Client benefits

- Activate a temporary call center quickly and without permanent changes to infrastructure, management or overhead
- Ensure data security and employee confidentiality
- Consistently achieve quality delivery
- Meet compliance goals by using tools such as case-handling and call-recording processes
- Benefit from a return on investment through:
 - The potential for lowered employer healthcare costs by reducing the number of ineligible dependents
 - Management of a company's most valued asset - your employees - in a time of crisis
 - Management of significant benefit changes through acquisition or divestiture to ensure appropriate coverage for your employees

ExcellerateHRO's just-in-time Specialty Call Center enables clients to provide hotline assistance and information to employees for one-time or short-term events. Our solution offers a staff of trained customer service representatives who deliver quality service simply, effectively and cost-efficiently.

Unexpected challenges require call center capability

Organizations regularly face challenges requiring access to a secure call center that can be set up and then brought down in a limited amount of time and with predictable costs. The issues they must manage range from benefit plan administration, acquisitions and divestitures, retiree benefit changes, dependent eligibility, and workforce reductions to disaster relief and identity theft.

Just-in-time solutions to meet client needs

Specialty Call Center provides clients with a staff of customer service representatives who can meet your unique requirements in a short period of time. We tailor our solution to meet clients' needs, and provide:

- A **nimble, flexible, and quick solution** to implement service for **HR** and **non-HR** related matters
- Custom messaging based on client needs
- A data load and presentation to quickly enable representatives to effectively and efficiently manage participant communications

Single point of contact serves as communication hub

Employees and plan participants have access to a single point of contact where they can get specific information or transmit important, benefits-related data. Clients benefit from:

- Experienced, trained customer service representatives
- Consistent, accurate messages to specific target audiences
- Standardized, scalable business processes
- Flexible technology solutions tailored to meet client needs
- Quick setup
- Custom reporting to meet client needs



Why ExcellerateHRO

- ExcellerateHRO is the jointly owned HR outsourcing business of EDS, an HP company, and Towers Perrin.
- We are a full-service HR outsourcing company offering a flexible portfolio of services to mid-size and large organizations around the world.
- We combine more than 45 years of technology and business process outsourcing experience from EDS with more than 70 years of HR expertise from Towers Perrin.
- We have developed leading solutions that enable our clients to achieve their HR and business goals.
- More than 400 companies on five continents trust their HR services to ExcellerateHRO.

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Benefit from customer service expertise

Delivering the right information and assistance to employees who are dealing with a significant, sometimes unexpected event can be a monumental task. Our representatives have extensive customer service and employee benefits administration experience, and we train them thoroughly about clients' cultures and the events they're helping to manage.

Achieve business results

- Deliver high-quality care for employees and customers
- Meet temporary, high-impact communication requirements
- Affect the bottom line by addressing issues such as identity theft, dependent eligibility or retiree benefit changes
- Reduce the staff burden required to set up a call center

Capabilities

- State-of-the-art, automatic call distribution system
- Enhanced computer telephone integration system that identifies callers and accesses their information
- Call tracking system to address compliance requirements
- Proven service delivery model with strong project management capabilities
- Interface with plan participants, plan providers, field personnel, vendors and client benefit staff
- In-house case-management system utilizing scalable relational database management systems with an intuitive graphical user interface