

banks & dean

building results through people

our purpose:

The Banks & Dean team of experts partners with call centers to implement Integrated Staffing & Career Management Solutions. We provide solutions for the human side of the call center business. Our solutions, designed for the unique needs of call centers, have a track record for achieving the following results

- **Streamlines the hiring process**
- **Creates 24/7 pool of qualified candidates**
- **Reduces staffing costs and burdens**
- **Improves performance and retention**
- **One point of control on web platform for all staffing activity (eManager)**
- **Intelligence to recruit, hire and manage the best fit individuals**
- **Identifies who can service and who can cross-sell, up-sell**
- **Continuous benchmarking to drive your staffing success**
- **Tailored for your requirements**
- **Leverages and builds the strengths of your team**
- **Helps you develop and career manage your people**

