



Contact Center Solutions

Reduce Your Centers' Hiring Obstacles and Employment Costs While Connecting With Superior Talent

Headway performs nationwide recruitment, project staffing and HR functions more efficiently and effectively over internal contact center resources. With Headway's economies of scale, advanced recruitment methodologies **and proprietary database of nearly 2 million candidates**, you save time, money and hiring resources so you can concentrate on driving operational performance:

- Improve Contact Center Productivity
- Reduce Employment & Hiring Costs
- Improve Candidate Quality
- Reduce Attrition and Turnover
- Increase Service Levels

Headway Resource-Saving Solutions

Project & Long-term Staffing Services – *at Wholesale Rates*

Experienced contact center agents, team leads and operations managers when and where you need them most. Perfect for surges in business activity when you need to scale up eliminating your need (and cost) to advertise open jobs, screen candidates, track, schedule, interview, assess, background test and hire workers.

Employer-of-Record Program for Existing Contact Center Workers

Shift employment & HR burdens of your existing or self-recruited workers to Headway and Save. We manage all HR, employment and payroll functions more efficiently over internal resources.

Recruitment Processes Outsourcing (RPO)

Use Headway's powerful recruitment resources to supplement your existing recruitment efforts. Our nationwide service delivery model provides a more cost-efficient and effective way to outsource a variety of recruitment functions on an à la carte basis.

It's Time to Break the Cycle of High Attrition & Poor Candidates



Maximize
Your
Contact
Center's
Labor ROI
Today

Contact Headway Today &
Learn How We Can Help
You Be More Competitive
with Your Recruitment,
Hiring, Staffing and
Workforce Solutions

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