

ELESERV CASE STUDY

A BETTER TALENT SOLUTIONS PARTNER YOU CAN TRUST



FRUSTRATING CUSTOMER SERVICE IS ALL TOO COMMON

We've all experienced it at some point or another. You run into an issue or have questions about the assessment product that your organization is using and need a quick answer. You don't have a person to call so you pick up the phone and call the toll free (or not) customer service help line, wait for a few minutes while you listen to bad 80s music and periodic announcements about being patient because all their operators are busy. All you wanted to do was get an answer to a question and at the end of the 15-minute (or longer) ordeal, you may or may not have gotten an answer to your question. It makes you want to pull your hair out. Unfortunately, that is the state of customer service in our world today. It is very rare that you ever talk to anyone that knows anything about your account except for what they can see on their computer screen.



THERE IS A BETTER WAY

Don't despair. There is a company out there that is different. eleserv, a comprehensive talent solutions company, was established with the sole intent of kicking it old school and providing customer service the way that it should be provided: with a personal touch.

When your organization chooses eleserv to be your talent solutions partner, we take a unique approach: we actually listen and make every attempt to understand your business before recommending solutions. The best part, is

your organization will always have a real person with a real name that you can call at any time to get an answer to your question or just to brainstorm about a solution to an issue you might be experiencing.

But eleserv is not only about customer service, we provide awesome results with world-class customer service. What is better than that? Don't take our word for it, though. Here are some real-life examples of results we have provided and what our customers say about the customer service we provide.

CASE STUDY: CREDIT UNION

A small credit union based in California came to eleserv with an issue with employee turnover and performance.

eleserv spent the time to understand their organization, using their patented SUPER QUESTIONNAIRE process to clearly identify the underlying issues and not just the symptoms of the problem.

Based on the analysis, their eleserv Account Rep recommended a solution that consisted of implementing both a behavioral assessment and skills testing. This comprehensive approach was designed to give them both an understanding of the candidate's fit in the organization's unique corporate culture and whether the candidate had the skills they needed to perform in the position they were being considered for.

The behavioral assessment was put first in the process because it was critical to the organization that the candidate fit the culture. If the candidate fit the company culture, as identified by the JobFit score, then they would test them on the skills that related to their job. The solution was used for a year.

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Regularly scheduled calls with their eleserv Account Rep. insured that the organization's hiring managers were effectively utilizing the information in the hiring process but also that any issue was addressed early on. The organization could reach the eleserv Account Rep. by either phone or email anytime they needed them. After a year, results were analyzed, and the organization was pleased with the results.

RESULTS



There was a strong correlation between Annual Performance Evaluation and Fit Score on the Talent Bullseye assessment. Higher Fit Scores equaled Higher Annual Performance Evaluation scores.



Only 4% were terminated due to performance related issues

The proactivity and world-class customer service of the Eleserv Account Management Team helped this company achieve their goals in a way that dealing with another organization less focused on customer service and understanding their needs never could.



WHAT CLIENTS SAY



Just a quick note to let you know that Gina is doing a remarkably great job supporting our needs at Hanger. She is an expert, response, results driven, and just plain easy and fun to work with. We deeply appreciate her and the services she and eleserv provide our company.

Jill Hubley

*Organization Mgr. Development
and Change Management*



Partnering with eleserv has proven to be a great business decision. There are many companies that offer employee assessments but the person attention and customer service you receive bundled with the assessment tools is incredible. The account managers at eleserv have always gone above and beyond in the time and attention to our talent. I'm proud to have eleserv as part of our talent management toolkit.

Patti Demetrios

Elkay



eleserv has provided customer service for my company for about a year. This team has far exceeded my expectations in providing my client with best in class service. In addition, they have been proactive in helping my clients to strategize and customize their hiring and development processes. Their insight and intimate knowledge of the product coupled with their experience in utilizing the products make them uniquely qualified to provide exceptional service. They also have a passion for service that my customers recognize and benefit from.

Richard Robinson

ABOUT ELESERV

Based in Waco, TX, eleserv is a group of talented management and service professionals that help organizations maximize growth by helping them hire the right people and developing them to their full potential. They have assembled a wide variety of assessment tools that help organizations with hiring, employee development, leadership development, and customer service training. Our goal at eleserv is to help our clients achieve a strong ROI from their people assets all while providing a world class customer service experience.

With over 100 years of cumulative experience in the Talent Management industry, eleserv has worked with clients of all sizes including ElKay Manufacturing, Sitel, Home Instead Senior Care, Tectonic Group, Kiwi Partners, and Morgan, Lewis & Bockius among others. With a laser focus on customer service and a wide variety of skills test and behavioral assessment solutions, combined with a wealth of knowledge, eleserve can help you with most of your Talent Management needs.

WHY OUR CLIENTS CHOSE ELESERV OVER OTHER VENDORS?

- World Class Customer Service
- Dedicated Account Managers that will help your organization through every phase of implementation but also stays with your organization even after implementation is over.
- Simulation tests for the most common software packages including all the MS Office titles.
- Solid Science
- Multiple pricing options for any budget
- Updated content
- Perfect track record of legal compliance.

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