

Efficient Service With Efficient Communication

How DialMyCalls Helped A Staffing Company Save Time And Serve Better

The Service Companies is all about efficiency and service.

To provide their clients with the best and most efficient service, they need to supply well-prepared staff in a timely manner. Rather than spending hours each day calling each employee, The Service Companies needs a way to communicate with their staff quickly and consistently.

The best way to do this would be messages sent straight to all of their phones at once. Acrobat Outsourcing figured out just the way to make this happen.

Who Is The Service Companies?

The Service Companies, formerly called Acrobat Outsourcing, offers a wide range of managed, hospitality, specialty, and engineering services to over 3000 customers across the United States and the Caribbean.

The Service Companies is comprised of Managed Services, Hospitality Services, JRS International, and Engineering Services. The goal of the organization is to help clients look their best, solve staffing shortages, and perform at high efficiency — all while saving valuable resources.

Before they were part of a large international hospitality organization, Acrobat Outsourcing focused solely on staffing. And they weren't always able to operate with such efficiency. Before using DialMyCalls, they devoted precious time and energy to communicating with employees individually and manually.

A Staffing Company Struggling With Staff Communication

It's easy to see how calling each employee individually when a staffing need arose could be a huge waste of time and energy.

The organization was sometimes responsible for staffing events that required a hundred or more employees. Staffing an event of that scale took about as much time as one full time employee.

"The only other way that we would do it was through mass emails, but a lot of people nowadays don't really check their emails as often. It's more a lot of texting and then phone calls," Tribble explains.

It was clear to Tribble that something needed to change.

They needed a mass communication option that was more reliable than email. They also needed something that wouldn't waste so much of their employees' valuable time.

"Before we used DialMyCalls, we used normal landlines and cell phones. And we would contact all our employees by calls and text messages. It was literally just calling down a list asking the same questions to every single employee."

Brigitte Tribble,
Acrobat Outsourcing's Director of Operations

Starting Out With DialMyCalls

"We were starting to open up more offices, and we could just see how slow that it was to call all these people and get a hold of them through text messaging."

To see if DialMyCalls was right for them, they piloted the program in just one city.

"After the first week, it was really evident to see how fast we could get a hold of staff."

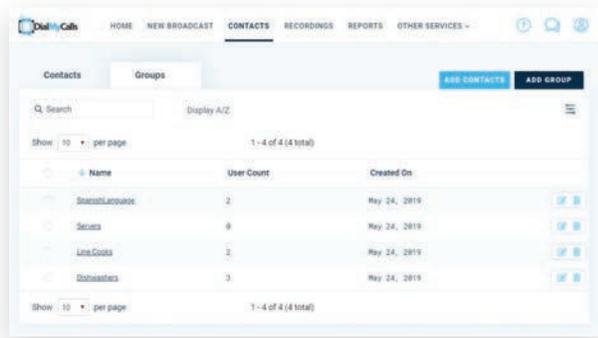
When they realized how much time and effort they were saving by using DialMyCalls, it was clear that they needed to be using it at all of their offices.

How Have Things Changed With Regular Use Of DialMyCalls?

Because DialMyCalls has a quick and easy setup process, it didn't take long for Acrobat Outsourcing to begin using the program for all mass communication with employees.

After that, it didn't take long for them to realize that filling open staffing positions wasn't the only way they could use the technology.

Tribble explains how they began using DialMyCalls to communicate with employees already assigned to an event or shift. Rather than call down a list of everyone there, they could make a list in advance. If the time came to tell them that parking had changed or that they needed to check in at a specific location, they could let all affected employees know in seconds.

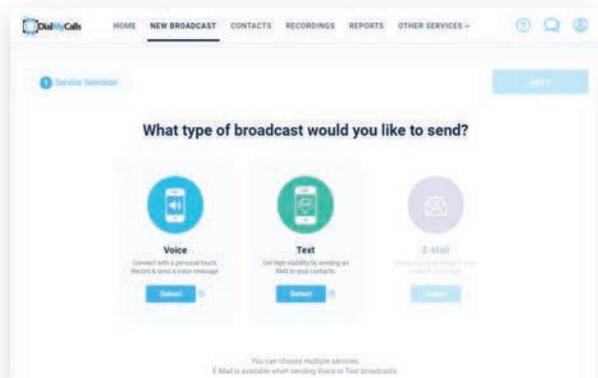


"It's really freed up a lot of our time to help our customers in other ways."

For a company so committed to giving their clients the best and most efficient customer service, this is a huge benefit.

DialMyCalls is especially suited to multi-location companies like Acrobat Outsourcing or the Service Companies because employees can access different aspects of the account depending on their role. For example, Tribble can give permissions to employees from different locations to see different lists.

Such versatility allows for even more efficiency, allowing employees to find what they need quickly instead of sorting through content that doesn't apply to them.



DialMyCalls still allows The Service Companies to send mass emails like they did before. Now, they can send voice broadcasts or text messages just as easily.

As Tribble says, people use their phones much more frequently than they do their email. This makes it fast and easy to communicate with anyone they need to reach.

Efficiency And Service With Mass Communication

DialMyCalls is a useful tool for any staffing agency. With the efficiency, clarity of communication, and immediacy of DialMyCalls, staff can be found and filled in with little effort on the part of full-time employees. Then these same employees can focus on what matters most: improving the client experience.