

Case Study: Financial Services

Dexian Successfully Supports Client Expand Onshore Call Center Resources During COVID-19

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Challenge

With many global customer service locations feeling the impact of COVID-19, the client needed additional service reps to work remotely in the US.

CLIENT:

A leading financial services company supporting the nation's largest network of independent financial advisors.

LENGTH OF CONTRACT

6 Months

Solution

Dexian identified, screened and placed qualified consultants remotely and within the client's tight timeframe.

PLACEMENTS

80

Consultants

SKILL SETS

Customer Service Representatives

Outcome

Dexian won a master services agreement with the client and can support all lines of business as a full partner.

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