



The Alpine Connection **Your link to quality.**

You already know Alpine Access is the premier provider of home-based customer care on the market today—offering previously unheard of quality and efficiency for your brand-conscious company. It all starts with the way we recruit, hire and train our Customer Care Professionals (CCPs)—and each employee is dedicated to your account!

OUR PEOPLE MAKE THE DIFFERENCE

- :: Mature, experienced people provide a higher level of customer service
- :: Proprietary matchmaking process finds the most qualified and knowledgeable CCP available
- :: Employee-only model ensures loyalty and increases retention

That's right. When your customers call, they'll never know you've outsourced your in-bound customer service. Alpine Customer Care Professionals are specifically selected based on your requirements, and their skill sets are matched to your needs. In addition, all of our CCPs are employees of Alpine Access, so you'll never have to worry about sensitive information being shared with competitors. And that's just the beginning.

ACCESS TO QUALITY CCPs

At Alpine Access, we aren't limited by geographic boundaries. Our home-based applicants are sourced from untapped labor pools such as: at-home parents, retirees, people with physical disabilities, veterans and work-at-home professionals. For example, in the financial services sector Alpine has nearly 10,000 applicants with 3 years of banking experience already on file.

PRECISION TARGETED HIRING MODEL

You can feel confident that you are getting the best when you partner with Alpine Access. We hire top performers, and only 2-3% of all applicants make it through our rigorous hiring model. Alpine's uncompromising promise of quality assures you have the best on-shore talent access.

PROTECTING YOUR BRAND

The Alpine name ensures that every candidate has undergone a thorough background investigation, to include drug testing and a credit check, before each and every hire.

The Alpine Connection Your link to quality agents.



Alpine Access utilizes state-of-the-art assessment and diagnostic tools to ensure you receive the best possible candidates.

CUSTOMIZED ASSESSMENT DEVELOPMENT

At Alpine Access, we know every company's brand and culture are unique. When customers reach out to you, they want to speak with a knowledgeable individual representing your organization, not a generic call center agent who takes calls for a variety of accounts. To ensure that we match the right employee with the right client, Alpine Access has developed a proprietary assessment program that can be tailored to your distinctive needs. Each CCP is specifically selected to harmonize their skill set with your program requirements, giving your company the personalized service customers expect.

The solution is designed to analyze each candidate for job and culture fit, as well as dependability, critical thinking, customer focus and other key business skills. In addition, each prospective hire completes a range of targeted, online testing for technical skills such as accuracy, typing speed, data entry, working with information and spelling. Finally, prospective employees are taken through a live phone interview, where Alpine's recruitment specialists can assess and select empathetic, customer-focused representatives with all the requisite skills to be a successful CCP for your company.

EMPLOYEE RETENTION

Recruitment is more than hiring the right person, it's also keeping that person once the investment has been made. Alpine Access attrition rates are about 50% of what a traditional brick and mortar contact center currently experiences, because we have access to a more mature, more qualified and better matched employee. Alpine Access only hires employees, not contractors, so our CCPs are more loyal and have a long-term employment mindset that reduces attrition and increases performance. In addition, a high employee retention rate lowers operational costs, ensures greater continuity and gives you the best customer satisfaction.



HEAR THE DIFFERENCE

Alpine Access doesn't just raise the bar, we take your brand to a whole new level, with superior employees providing the best customer care available. Call us today to hear what Alpine Access can do for you!



For more information call Alpine Access

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