

Home Agent Solution

Today's organizations are challenged to reduce costs and increase productivity – while demonstrating conscious concern for the environment.

Our Home Agent Solution offers a practical solution to these challenges. It's lean, green and exceeds expectations.

The Home Agent Difference

We began providing Home Agent programs over 30 years ago. And we believe as strongly today as we did then in the value of this virtual solution. Our Home Agent Solution delivers real relief to companies faced with business challenges such as:

- Skyrocketing facility and energy costs
- Waning customer loyalty
- Low employee morale
- Sub-standard productivity
- High turnover
- Flexible disaster recovery.

We understand the complexity of implementing a secure and seamless in-home program. That's why exacting security and resource management measures are the foundation of our solutions. We recruit the highest caliber resources from a large professional applicant base, wrapping advanced technology, security, training and quality practices into each customized solution. Our Home Agent programs exceed the expectations of leading companies across a variety of public and commercial industries, including government, travel, communications, retail, finance, health-care and education.



Our Services

- Customer care
- Data entry
- Data verification
- Image tagging
- Quality control
- Systems development

Benefits to You

- Increased productivity and quality
- Expanded geographic resource pool
- Improved employee morale
- Mature professionals
- Schedule flexibility
- Reduced turnover

Our Security Measures

Data security and privacy are critical in every client relationship. So we are diligent in enforcing strong risk mitigation protocols for our Home Agent programs.

We leverage secure technology platforms. We select only proven employees for in-home roles. And we apply rigorous network and computer oversight to all programs, which encompass:

- PGP encryption
- Secure Web application or Citrix environment (centralized control)
- Virus protection updates pushed from centralized data center
- Secure VPN access to internal resources
- Client data resides on our server – not on agent workstations
- Technicians configure and maintain agent workstations
- Technology restrictions disable printing and data storage
- Strong password protection for workstations and all applications
- Comprehensive HIPAA training and communication
- Home physical security standards
- Thorough background checks.

Our Pay-for-Performance Program

Our Home Agent programs benefit from our Achievement Based Compensation (ABC) model. This incentive pay structure rewards self-starters who work independently; employees automatically earn more for increased performance and quality. With the self-managing nature of ABC, we attract and retain the best people and strongest performers.