



Moving Beyond the Bricks:

The Perfect Business Solution for this Economy

Company focuses on helping contact centers reduce cost, increase retention, improve customer satisfaction and increase productivity through at-home workforce deployment.

OMAHA, NE, March 10/PR Newswire/ - Why consider an at-home workforce? In today's business environment and economy, companies need ways to enhance their bottom line. Proven results show that companies with an at-home workforce enjoy increased employee productivity, a higher-qualified and more reliable labor pool, increased scalability and an enhanced disaster recovery plan. These benefits directly correlate to cost reduction and improved overall customer satisfaction, which contribute to bottom-line savings.

Moving Beyond the Bricks offers project management consulting services to companies with contact centers who want to transition to an at-home (also referred to as virtual and remote) workforce. Moving Beyond the Bricks also works with companies to determine if an at-home workforce is a viable option for their company. Companies new to this concept can take the readiness assessment offered on Moving Beyond the Bricks' website (<http://www.movingbeyondthebricks.com/index.html>). For companies that currently operate an at-home program and are not experiencing the benefits, Moving Beyond the Bricks can assess the existing program, identify gaps and recommend opportunities for improvement.

With more than 40 years of experience, the principals of Moving Beyond the Bricks partner with their clients throughout the entire at-home program implementation and continue supporting the client to ensure sustainability. "We know that two critical pieces of operating a contact center are hiring the right individual and assessing the employees' level of engagement," said Krystal Sautter, chief executive officer, Moving Beyond the Bricks. "We offer competency modeling, a hiring assessment and an employee engagement survey to address the most critical components of a virtual program."

Implementing an at-home program is complex, and in today's economy, most companies don't have the luxury of pulling internal resources together to manage a large project. Whether a company is looking for a project manager to handle everything from the design to implementation, or prefers a sideline coach to help them through implementation, Moving Beyond the Bricks can accommodate the various needs of a company. Key offerings include development of the program, assessing candidates, training employees and managers, implementation, and follow-up assessments.

About Moving Beyond the Bricks

Moving Beyond the Bricks was developed as a result of requests for information on at-home programs from organizations across the country. The owners, Krystal Sautter and Beth Haley, have over 40 years of experience managing workforce optimization initiatives, and have designed an effective program for moving employees to a virtual, at-home environment. The service offerings are tailored to the client's specific needs, including hiring assessments, competency modeling, program design and implementation, and follow-up assessments to ensure success.

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