

CASE

dexian

Case study: Financial Services

Dexian Successfully Sources Talent and Delivers Retention Strategy

©Dexian, LLC, 2023 | 4284050195

CLIENT:

A leading retirement services company headquartered in the Midwest.

Challenge

In the past, the client struggled with retention issues when bringing on large teams. They needed qualified processing reps with excellent customer service skills that would stay on the job.

Solution

Dexian sourced qualified candidates and delivered a new strategy to fit the appropriate talent within this organization to improve retention.

Outcome

Dexian's relationship model and consultant care relieved the client of past management struggles. The client's training teams noted an increase in the skill level and fit of Dexian's incoming consultants and spread the word within the company lending hand to referrals for consultants within other groups.

Dexian.com

PLACEMENTS

17

Consultants

SKILL SETS

- Post Issue Processing Representatives

LENGTH OF CONTRACT

4 Months

STUDY