

KEPT RELIEF COMING

On-demand agents enabled one of the world's largest nonprofits to accelerate aid

37%

Reduction in preparation time

72hrs

Hours to deploy travel specialists

CHALLENGE: *Respond Swiftly to Katrina*

- Dispatch a large team of on-demand travel specialists to help staff.
- Ensure all specialists were experienced in SABRE and Native SABRE.
- Select travel professionals who could work extended hours under pressure.
- Control costs while maintaining high levels of quality service.
- Comply with state and federal security requirements.

SOLUTION: *Deployed Specialists in 72 Hours*

- Averted additional headcount, irregular staff hours and overtime.
- Assembled virtual team specializing in crisis response and recovery.
- Tapped Working Solutions agents for specialists with SABRE experience.
- Seamlessly integrated remote team to provide immediate assistance.
- Enabled continuous, expanded business operations during crisis.

RESULTS: *Enabled Nonstop Disaster Relief*

- Reduced preparation time 37% by prequalifying agents with right skills.
- Quickly, efficiently moved thousands of workers into disaster area.
- Increased flow of services—without disruption to everyday business.
- Successfully handled high call volume and volume fluctuations.
- Monitored and maintained high quality levels and security compliance.

"We are very impressed with their responsiveness, flexibility and quality. Their expedited service ensured staff and volunteers were in place to provide safe shelter, food, medical supplies and comfort."

*- Vice President, **Mid-Atlantic Affairs Travel Management Co.***

RESPONDED TO CRISIS IN 72 HOURS

Assisted one of the world's largest nonprofit relief organizations in aftermath of Katrina.

Too much work



The demand to mobilize an army of workers required more help than the relief organization's regular travel management company could handle. So it called on Working Solutions to step into the breach with travel experts ready to respond around-the-clock.

Specialists needed



Dozens of extra travel specialists were needed fast, as well as agents experienced in various SABRE reservation systems. Just as important, they had to be agents who could integrate well with existing staff—with virtually no prep time—and work long hours under mounting pressure.

Nonstop relief



Relying on its U.S.-based agent network, Working Solutions assembled a remote team in 72 hours—cutting preparation time by 37%. The team expedited thousands of travel arrangements while ensuring quality and government security compliance.

ABOUT US

With 20+ years of success, Working Solutions is a recognized leader in home-based call center solutions. Fast and fluid, our workforce of sales, customer service and technical experts is on demand for your brand.

CONTACT

Take the next step
866.857.4800

sales@workingsol.com
workingsolutions.com