



## Case Studies in Success

Customer: Janitorial Supply Distributor

Location: Tennessee

### Presenting Problem

Client had lost several hundred thousand dollars over the previous three years. Client had a severe shortage of transcriptionists and had been unable to demonstrate that they had the ability to effectively recruit an adequate number of qualified transcriptionists.

### Solutions

Company achieved profitability in the first year following the conclusion of the project. Achieved this result through various processes including but not limited to:

- Developed and implemented new performance based compensation plan to allow client to become competitive in the area of recruiting.
- Developed and implemented a recruiting tracking process. Developed incentive program for all recruiters.
- Developed and implemented performance based compensation plan for customer service managers.
- Identified need for professional sales representative to acquire new accounts on a national basis. Identified candidates. Instructed owners in effective interviewing techniques. Developed and implemented compensation plan for Sales Representative.
- Developed and implemented operating plan and integrated plan with newly created MOSAIC based Pay for Performance Plan.

*Call today for a free, confidential analysis of your situation.*

4121 NAKEMA DRIVE SOUTH  
JACKSONVILLE, FL 32257  
904-891-0210