



# Work-At-Home Solutions



## Work-At-Home — Disrupting the Status Quo

For years now, Work-At-Home (WAH) staffing models have disrupted many industries and departments, including the customer experience (CX) space. These changes have impacted organizations, both large and small. Teams that make the switch to WAH often realize a bounty of benefits, ranging from financial gains for the business to enhanced productivity among staff, as well as improved employee satisfaction. These benefits lead to improved program performance and, accordingly, a better experience for customers.

Whether a CX organization was an early adopter or is new to the WAH model, COPC Inc. provides clients and prospects with a host of consulting services, as well as practical solutions that maximize the advantages of home-based staff. From internal programs to multi-site BPOs, COPC Inc.'s WAH consulting services can help organizations improve program performance and reduce costs.

### Advantages of Work-At-Home:

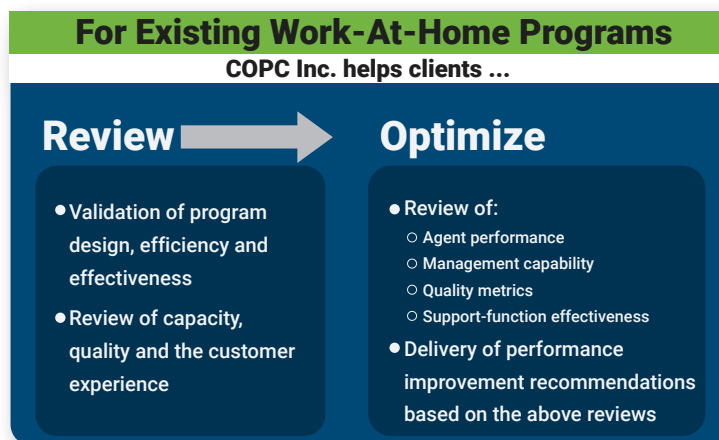
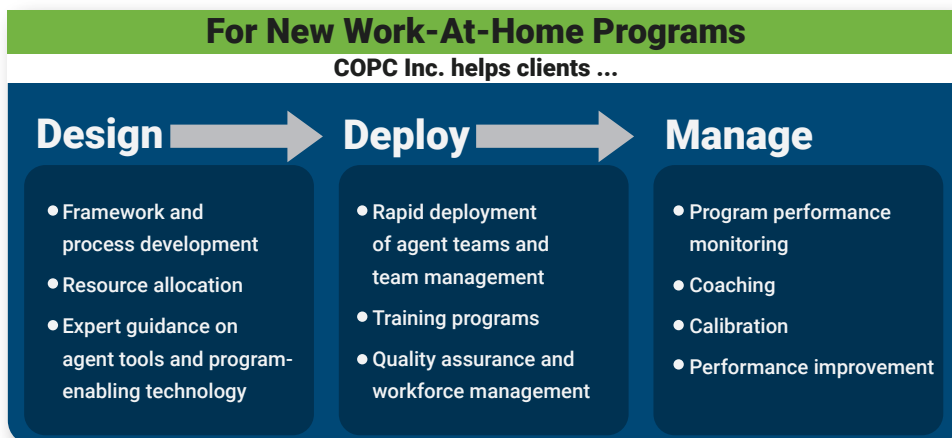
- A valuable recruitment tool, providing staff with greater schedule flexibility
- Reduced costs (site costs for businesses and commuter costs for staff)
- Increased productivity, efficiency and improved employee morale
- Decentralization of team lends greater strength to business contingency plans
- Risk mitigation and reduced challenges encountered as a result of site-wide closures

Learn more at [copc.com](https://copc.com)

## Supporting New and Existing WAH Programs

COPC Inc. provides expert guidance, helping clients design, deploy and manage any size WAH program. Or, if an organization already has an existing WAH program but is looking to boost performance and efficiency, COPC Inc. is able to provide practical advice based on a detailed program review, while also supplying recommendations in support of program optimization.

If you are ready to explore the potential of a WAH program for your organization, contact us at [workathome@copc.com](mailto:workathome@copc.com).



## Virtualized CX Services

Like WAH, the ability to conduct business remotely and virtually is becoming more important each and every day. In support of this trend, COPC Inc. has virtualized all of its CX services, including those below.

**Contact us to learn how virtualized services can support your CX program.**

**Customer Experience  
Consulting Services**

**Customer Experience  
Training**

**Certification  
Services**

**Vendor Management  
Organization Services**

## About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations supporting the customer experience. The company created the COPC Standards, a collection of performance management systems for customer experience operations, customer experience management, vendor management and procurement.

Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior service journey. COPC Inc. headquarters are in Winter Park, FL, U.S., with operations in Europe, the Middle East, Africa, Asia Pacific, Latin America, India and Japan. [www.copc.com](http://www.copc.com).

Learn more at  
[copc.com](http://copc.com)

