



eSkill

OUR COMMITMENT TO STAFFING

Staffing World 2018

eSkill is committed to providing our staffing clients with world-class customer service.

With this in mind, you as an eSkill client are assigned a dedicated Client Success Manager (CSM) who specializes in staffing organizations. Your CSM is responsible for helping your organization maximize the value of your eSkill testing platform while providing the resources, training, and support you need every step of the way.



Let's Get Started!

Your Client Success Manager will be your guide as you implement eSkill and will be your contact as part of our partnership. The first step is for you and your CSM to review your **goals** around **talent assessments and addressing your client's needs**.

The information gathered will help your CSM guide you and your clients to successful outcomes - matching job seekers to your client's organizations.

Our years of expertise, helping thousands of organizations world-wide with their hiring and training requirements, has lead us to a concise 4-step methodology.



STEP 01

Plan

The Planning Stage is devoted to activities, such as determining measurable outcomes; defining scope, roles, and responsibilities; training; and assessment strategies. As part of your support, you will have direct phone lines to your CSM. Chat and e-mail support is provided, too.

STEP 02

Architect

The Architect Stage focuses on reviewing your plan requirements and building your tests and assessments accordingly, either by using eSkill's standardized tests or creating your own tests using our validated content library.

This is also the stage where we provide training individualized to your needs. The transition includes account setup and communication with all your locations to do the following:

- Set up all initial users.
- Provide communication to all locations on changes with contact information and training schedule.
- Provide a sign-up process for accessing skills testing.
- Identify how eSkill differs from your current model.
- Access the most commonly used tests.
- Develop new test based on best practices and your staffing strategy.
- Outline a regular ongoing training schedule and provide all participants with user guides.

STEP 03

Test

In this stage, we test your assessments and fine-tune the process for all your locations.

STEP 04

Deploy

The deployment stage is when you launch your assessments and tests. Once deployed, you will receive the results immediately on your eSkill dashboard and can review those results and create reports easily. You may then share results with clients as you wish.

Let's Check in!

Some vendor organizations sell you their product and then you never hear from them again. Not at eSkill!

We are committed to staying by your side and providing you with the support you need.

After the initial rollout and implementation, your CSM stays in touch, looking for ways to improve your experience with eSkill.



Expect e-mails or phone calls within the first 30, 60 and 90 days after you go live.



We want to know how your assessments are going, if you need any additional training, and if you are experiencing the results you expect.

After the First 90 Days

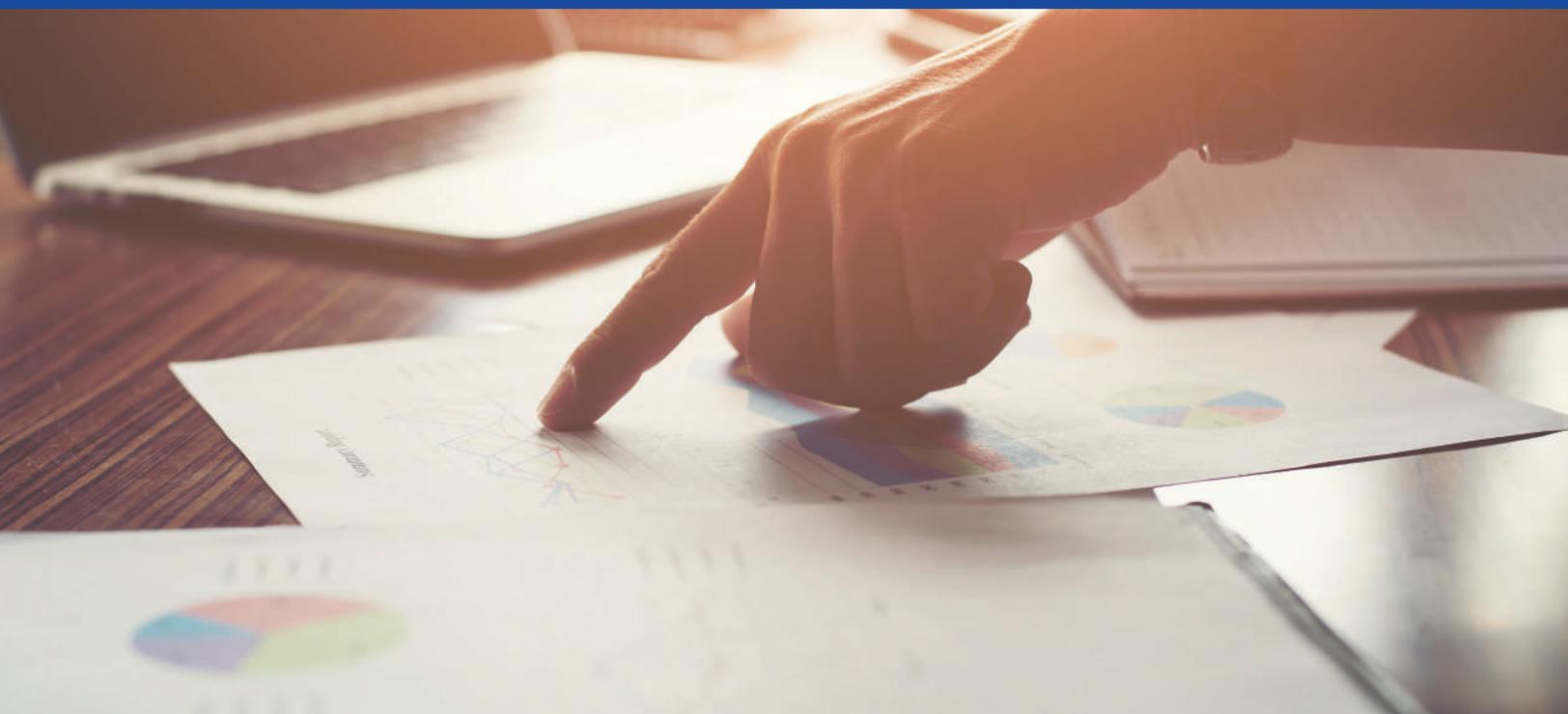
After the first 90 days, we will schedule calls on a regular basis to review your use of the tests. We will continue to suggest ways that you might improve both the test and the test-taker experience and tweak your current tests for greater impact.

Your CSM will stay with you to ensure your organization and its satellite offices are successfully using eSkill testing.

After the First 12 Months

You and your CSM will evaluate the following:

- Have you achieved your desired results?
- How are the tests working for your organization?
- What goals would you like to set for the coming year?
- Which tests should you review and update based on your new goals?
- Should you develop new tests?





Technical Support for You and Your Candidates

We not only take care of you. We also take care of your test-takers.

Your test-takers will have access to our support for any issues they may have.

We provide support for you and your test-takers in 3 ways: e-mail, live chat or phone.

eSkill provides proactive, customer-centered support to ensure you receive the maximum return on your eSkill investment.

Staffed with highly trained experts, eSkill Support and Customer Care is available around the clock and around the world.

eSkill

www.eskill.com