



Open Enrollment Success

LaSalle Places Nearly 300 CSR's

- Benefits Enrollment
- Customer Service
- Contract Placements

A leading provider of benefits enrollment and administration solutions, serving companies across the United States. As the open enrollment period approached, they needed to ensure they had the right resources in place to support their clients effectively.

CHALLENGES

- The client faced the daunting task of scaling their customer service operations to accommodate a surge in demand during the open enrollment period.
- Initially, they required 70 temporary customer service representatives to manage client inquiries and ensure a smooth enrollment process.
- However, as the situation evolved, this number skyrocketed to **255** representatives, necessitating a rapid and efficient staffing solution.

SOLUTIONS

- We began by deploying 70 contractors to the client's operations, focusing on customer service roles that would directly enhance their capabilities during this critical time.
- To further meet the growing demand, LaSalle Network facilitated the onboarding of an additional 222 representatives to ensure peak season readiness.

292

Placements

2 Weeks

Avg. time to fill for contract

The client established a collaborative relationship that positions LaSalle Network as a trusted partner, enhancing their operational efficiency during a critical period.