



Hit Rate Solutions

*Build Business
Decrease Costs*

Remote Phone Agent Services

www.HitRateSolutions.com



Increase Business Decrease Costs

- *Hit Rate Solutions* can drive your sales, capture response data, set your appointments, and maintain exceptional customer service -- OFFSHORE at a *FRACTION* of traditional costs.
- You will enjoy increased sales and decreased budgets through our team of foreign, efficient professionals.
- Your sales account executive will always be a domestic professional a mere phone call away.

Jude Augusta, Hit Rate Solutions (603) 601-0646

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Telemarketing

(links ↑)

“On average, telemarketing costs range between \$25 to \$30 an hour..” source: <http://tinyurl.com/5sa2uc>

- **One-to-one** communications (unlike postcards)
- 1 in 20 industry-average “Hit Rate”
- \$8 + up
- Use your own list - or HitRateSolutions brokers one

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Customer Service

*The cost of acquiring a new customer is **five times** the cost of retaining an old one. It is important that your customer interaction is managed in the best possible way.*

Our customer service provides your company with:

- Reduced customer support/marketing costs
- Higher sales conversion rate
- Enhanced flexibility to manage service peaks and troughs, product lifecycles
- Homogeneous, clearly defined processes across geographies
- Greater coverage and number of interactions with customers

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Employee Cost Reduction

\$10.00/hr Employee's True Cost: \$25.00!!

- ♦ Traditional: \$25/hr
 - ♦ FICA - FUTA - SUTA MEDICARE/MEDICAID: (\$1.56)
 - ♦ med/social security \$0.77 (7.65)%
 - ♦ workmen's comp \$0.65 (used 6.5 percent; use your rate)
 - ♦ health insurance \$3.34 (used monthly cost of 550.00)
 - ♦ vacation time \$0.40 (two weeks vacation)
 - ♦ Holiday time \$0.20 (five paid holidays)
 - ♦ Personal/sick time \$0.20 (five sick and personal days)
 - ♦ Pension plan \$1.00 (\$1.00 per hour)
 - ♦ Total direct cost \$18.12/hr.
 - ♦ Indirect costs: computer, telephone, desk, office supplies, paper, telecommunications/Internet, equipment loans, professional fees, repairs, heat, utilities, liability insurance. \$27.72/hour.
 - ♦ Ramp-Up 6 weeks: +/- \$25/hr for a \$10/hr employee! source: <http://tinyurl.com/6sahqw>
- ♦ **HitRateSolutions: \$8/hr + up!**

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Save \$35K for each \$10/hr employee!

Traditional/Waste

hours	weeks	rate	Total
40	52	\$25	\$52,000

HitRateSolutions

hours	weeks	rate	Total
40	52	\$8	\$16,640

\$35,360 SAVINGS!

- ♦ Get **THREE+ EMPLOYEES** for the price of **ONE**.
- ♦ Increase your reach/expand your business without additional costs.
- ♦ Increase your sales volume while decreasing costs.

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Services

- ♦ Outbound sales:/ Telemarketing (1/3rd cost of American)
- ♦ Inbound sales: “Handoffs”
- ♦ Customer Service
- ♦ Virtual Assistants
- ♦ Live Chat
- ♦ Appointment Setting
- ♦ Data Entry: (Database cleaning, KPO Services)
- ♦ Tech Support
- ♦ Monitoring Services
- ♦ More...

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Quality Phone Agents

At Hit Rate Solutions we strive to find the best employee for your business. We screen applicants from a very talented local pool of candidates.

All applicants have:

- ♦ 4-year accredited university graduate
- ♦ Fluent English language skills, neutral accent
- ♦ At least 1 years call center experience
- ♦ At least 1 year outbound sales experience
- ♦ Proficient on the Internet, email, CRM, and Windows
- ♦ Customization to your needs
- ♦ Updated technical systems and sales training.

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Consultation

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