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## **Dresser & Associates Offers Its Clients Telephone Access to HR Contact Center Staffed by HR Professionals**

### **Sage HRMS Solution Provider, Dresser & Associates, Continues to Expand Its Client Service Offerings**

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Scarborough, ME—May 24, 2012—Leading Sage HRMS business partner, Dresser & Associates, today announced that it will begin offering a live Human Resources Contact Center service to its clients, through its alliance with Neponset Valley Consulting Group (NVC Group). NVC Group is a human capital, talent management, and technology solutions provider based in Canton, MA. The service allows Dresser & Associates' clients to engage in live, interactive communication with highly skilled and expertly trained HR consultants.

"Many of our clients tell us they often research HR and payroll topics on the Internet, looking for tips or advice on topics like drafting a social media policy or healthcare reform developments," said Mark Dresser, president of Dresser & Associates. "While there is much information to be found on the Internet, there is no easy way to know if it is current or even correct. The HR Contact Center is intended to serve as a unique and trusted resource for our clients, offering them the opportunity to ask questions, brainstorm ideas, and get up-to-date and accurate information from seasoned HR professionals."

The service begins with a call to the HR Contact Center manned by highly experienced professionals. If necessary, these professionals triage issues to NVC Group's senior associates in its Center of Excellence (COE). This combination ensures that clients can speak immediately to a live person, and that issues are tracked and resolved in a timely fashion. Some calls may require direct support from the COE for specialized projects, such as developing new programs to support recruitment, onboarding, compensation, performance, succession, management and employee development, competencies, or the development of procedures and policies to performing complete HR compliance reviews.

The strategic alliance between Dresser & Associates and NVC Group formed early in 2012 to provide Dresser & Associates' clients with access to valuable HR Assessment resources. The HR Contact Center is an extension of the partnership, and one that is sure to bring value to organizations both large and small. Access to the HR Contact Center is included free of charge to new customers as part of Dresser & Associates' HRMS solution offering, and is also available to existing customers.

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#### **About Dresser & Associates**

Dresser & Associates was founded in 1991 as a management consulting firm and became a Sage North America business partner in 1997. Headquartered in Scarborough, Maine, Dresser has regional offices in Georgia, Florida, and Pennsylvania. Dresser is one of the leading National Partners for Sage with customers in 38 states offering Sage HRMS (formerly Sage Abra HRMS), Abra HR and payroll software from Sage North America. They have been named to the Sage Chairman's Club for five consecutive years. Dresser also offers on-going human resource management services on a consultant or outsourced basis, providing consulting services to improve operational and management performance. Dresser is dedicated to the continuing professional success of its customers and business partners. Learn more at [www.dresserassociates.com](http://www.dresserassociates.com) or by calling (866) 885-7212.