Kelly Services® Selects Logi-Serve as a Pre-hire Performance Predictor for Customer Service Professionals

A global leader in workforce solutions embraces innovative assessment tool to deliver improved customer service
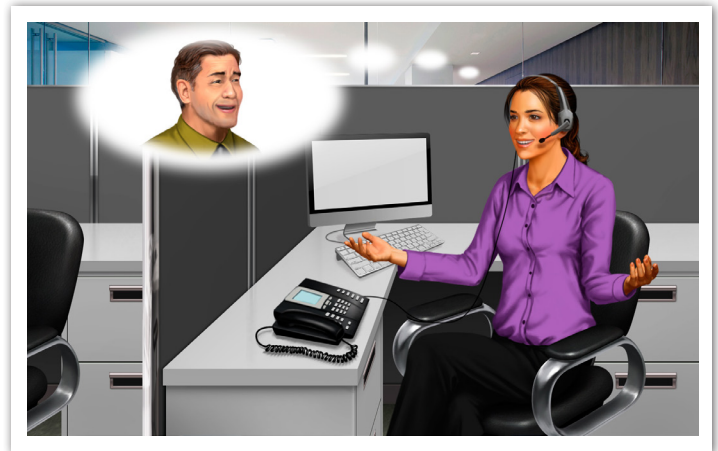
FARMINGTON HILLS, MICH—FEBRUARY 26, 2014

KellyOCG®, the outsourcing and consulting group of Kelly Services, announce their selection of Logi-Serve's best-in–class customer service assessment system as a pre-hire performance predictor for the selection of customer service professionals.

"Logi-Serve's innovative assessment system increases the strategic value of KellyOCG recruiting," said Jeff Christofis, Vice President and KellyConnect Operations Lead, KellyOCG. "We've been searching for an assessment company that matches our thirst for innovation with technology that generates high service and sales performance. We found this combination in Logi-Serve. Their visual storyboarding assessment pre-qualifies candidates against validated competencies to drive customer service quality and better business outcomes."

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— Jeff Christofis
Outsourcing & Consulting Group Vice President and KellyConnect Operations Lead, KellyOCG

"We are proud to be filling an important need for KellyOCG," said Eric Krohner, Logi-Serve Founder & CEO. "Kelly® is known for its pursuit of recruiting excellence for their clients. Logi-Serve delivers a unique tool for business that offers a very strong psychometric pedigree that is visual, engaging and laser focused on service and sales excellence, and fully enabled for mobile devices. We are privileged to be providing this difference to Kelly and their valued clients," noted Krohner.

KellyOCG, named by the International Association of Outsourcing Professionals® (IAOP®) to the Leaders category for the 2014 Global Outsourcing 100 for the third consecutive year, is always looking to raise the standards of excellence by hiring the highest quality and best-performing staff for their clients. They will now benefit from the deployment of a tool that can lower employee turnover, predicts job candidates' customer-service ability and potential to deliver excellent customer experiences.

About KellyOCG

KellyOCG is a global leader in innovative talent management solutions in the areas of Recruitment Process Outsourcing (RPO), Business Process Outsourcing (BPO), Contingent Workforce Outsourcing (CWO), including Independent Contractor Solutions, Human Resources Consulting, Career Transition and Executive Coaching and Development, and Executive Search. Further information about KellyOCG may be found at kellyocg.com.

About Kelly Services

Kelly Services, Inc. (NASDAQ: KELYA, KELYB) is a leader in providing workforce solutions. Kelly offers a comprehensive array of outsourcing and consulting services as well as world-class staffing on a temporary, temporary-to-hire and direct-hire basis. Serving clients around the globe, Kelly provided employment to approximately 540,000 employees in 2013. Revenue in 2013 was $5.4 billion. Visit kellyservices.com and connect with us on Facebook, LinkedIn, & Twitter.

About Logi-Serve

Logi-Serve is rapidly distinguishing itself as the market's leading assessment innovator for companies seeking to predict customer service ability, enhance customer experiences, increase sales and build a culture of sales and service excellence. Through patent pending science and tools that pose questions based on story-boarded scenarios, its use of advanced response gathering technology and a validated competency framework, Logi-Serve offers the market's most direct link to predicting and shaping business outcomes.

For more information view the Logi-Serve website at www.logi-serve.com, email sales@logi-serve.com or call 1 (800) 698-0403. Connect with us on Facebook, LinkedIn, & Twitter.