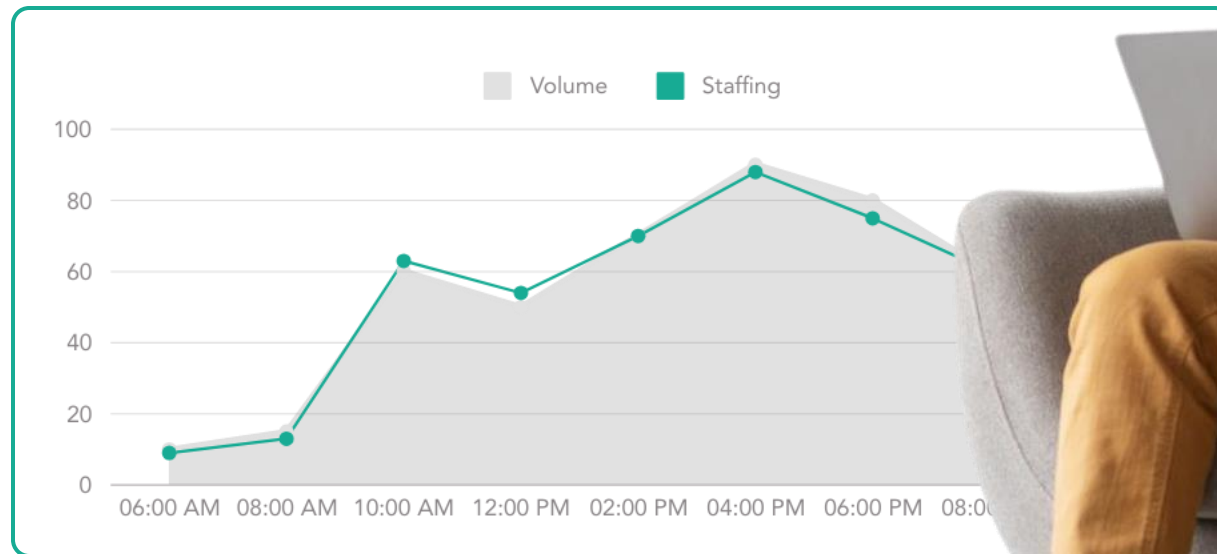




Expand Your Team with Our **Fractional Workforce Solutions**



- Effortlessly Expand your team

Leverage our Global Team

Simple to get started!

Roles & Responsibilities



Courtney Meyers

Co - Chief
Executive Officer

PARTNER NETWORK



Joe Hanley

Director of Channel
Partnerships

Manages the relationship between Omni and the Partner Network, tracks deal activity, and coordinates partner training.

SALES & MARKETING OPERATIONS



Wess Galdamez

Director of Sales &
Marketing Operations

Registers & assigns partner network deals to the Account Executives and supports proposal and sales deck creation.

BUSINESS DEVELOPMENT



Keith Graham

Account Executive



Keith Schwaegel

Account Executive

Handles sales follow-ups, guide the process, and lead **deal negotiations**, ensuring smooth progress and expert involvement when needed.



Monthly Recurring Revenue (MRR)



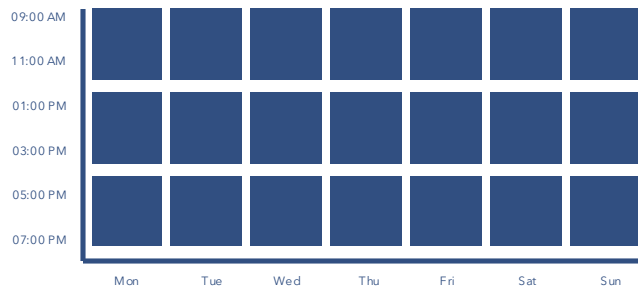


What Makes Omni Different?



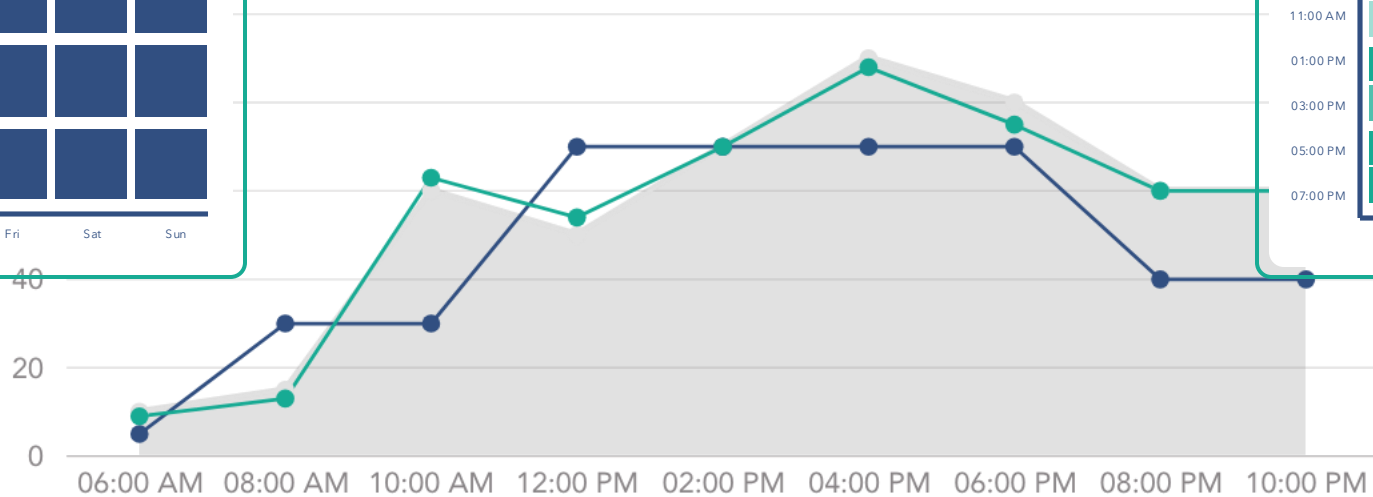
TRADITIONAL VS FRACTIONAL STAFFING MODEL

Fixed Number of Agents per Interval

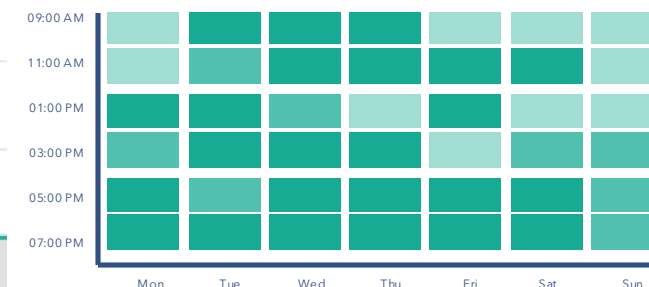


- Lower Operational Efficiency
- High-Fixed Costs
- Limited Talent Pool
- High Attrition Rates

● Volume ● Traditional ● Fractional



Fractional Workforce Model



- 30-minute intervals
- Access to Diverse Talent Pool
- Improved Work-Life Balance for Agents
- Scalability & Flexibility
- Enhanced Customer Experience



Omni's Service Offerings

Inbound Support

- Membership Support
- Card Servicing
- Appointment Setting/Scheduling
- Level 1 Technical Support
- Disaster Support
- Order/Product Support (questions/returns/shipping)
- Phone
- Email
- Chat/SMS

Outbound Support

- Scheduling
- Registrations (Phones)
- Customer Service Outreach
- Surveys

Back-Office Support

- Order Processing (Cases/Tickets)
- Claims Processing
- Data Entry

United States • Canada • Guatemala • Mexico • Puerto Rico • Philippines

6 Locations

Onshore • Nearshore • Offshore

Industry Experience



Retail &
eCommerce



Financial
Services



Education



Manufacturing
&
Construction



Transportation
& Logistics



Healthcare &
Pharma



What makes an ideal client?



FTE Requirements

Minimum 15 FTEs or 600 hours per week



Work-at-Home Model

Is the prospect okay with this model?



Location

United States, Nearshore, or the Philippines



Certification Length

Preferably 2 weeks (or less), but no more than 3 weeks



Type of Work

Phone, Chat, Email, Back-Office



Do you have days of the week, weeks of month, or months of the year when you struggle with staffing?



CONSISTENT, RELIABLE, HIGH-QUALITY DELIVERY



Alice Warren
VP of Customer
Intelligence at Thinx

"Omni provides us with outsourced customer care at a more affordable price while maintaining excellent customer satisfaction ratings and increased sales."



BPO PARTNER

Top Vendor - 100% Delivered to Required

Omni rapidly ramped 500 FTEs in three weeks for security breach support, leading Etech to fully transition from temp workers to Omni within three months.

HEALTHCARE

Exceeding Targets in Record Time

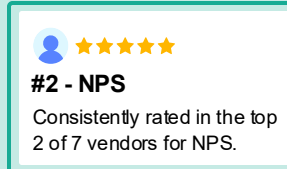
Omni provided exceptional fractional staffing, ramping 250 FTEs in Week 1 and 125 FTEs over the next 3 weeks, surpassing Quality, CSAT, and AHT targets within 6 weeks.

Client: "Quality is the biggest success we've had with you. We were not so successful with another fractional group. I would not have guessed you would come this far, this fast!"

FINANCIAL SERVICES

Tax Prep Software

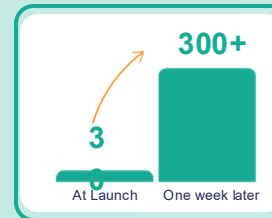
For a Tax Prep Software Company, we have ramped up 1,500 seasonal agents for tax season for the past 4 years.



HEALTHCARE

SafeRide Health, Inc

For SafeRide, a rapidly expanding company, we brought on 300 new agents in just one week to accommodate their increasing call volume.



HEALTHCARE

Large Pharmacy Chain

Omni reduced onboarding time by 30% and accelerated agent proficiency by 40%, achieving faster time-to-value. Ranked top-performing vendor.

