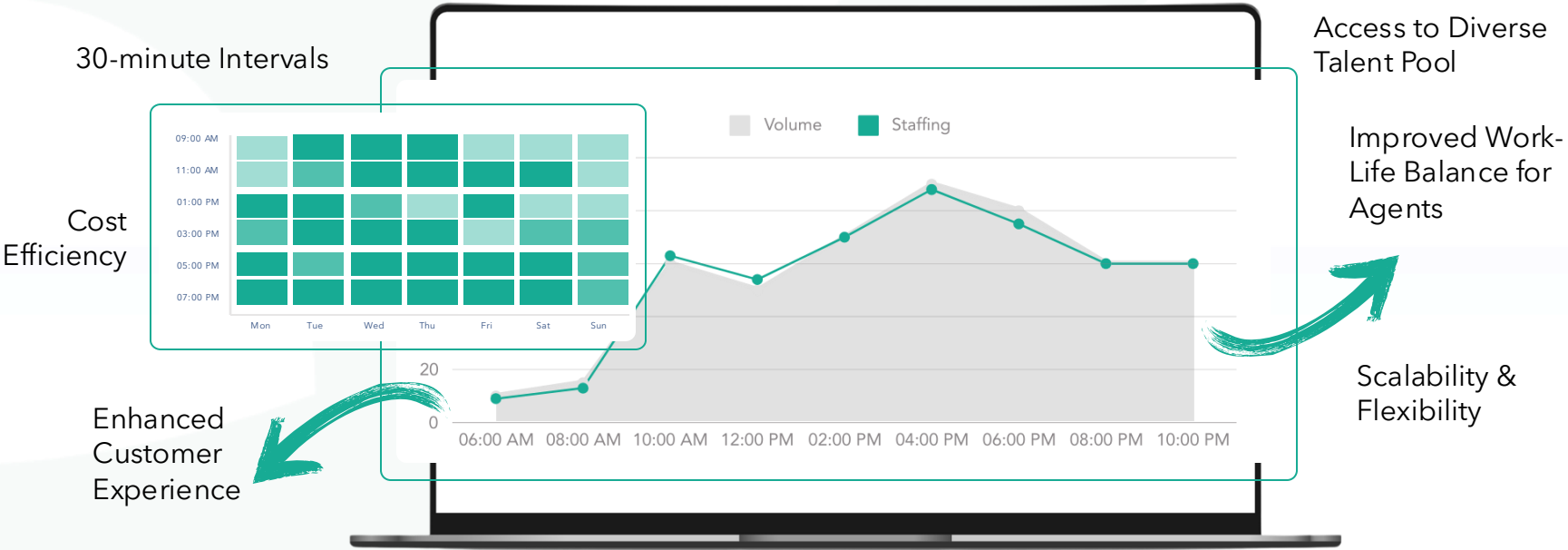




Expand Your Team with Our Fractional Workforce Solutions



What makes Omni different?

- Agents choose their own schedules
- Schedule flexibility results in a stronger talent pool.
- Lower attrition and absenteeism
- Higher quality customer interactions
- Schedules are built in 30-minute increments
- Clients get more precise staffing
- Clients get more real time flexibility
- Client costs are reduced by 25+%

Consistent, Reliable, High-Quality Delivery

HEALTHCARE CASE STUDY

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 CASE STUDY

Large Pharmacy Chain

Omni reduced onboarding time by 30% and accelerated agent proficiency by 40%, achieving faster time-to-value. Ranked top-performing vendor in 2024 Peak Season.

FINANCIAL SERVICES CASE STUDY

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 CASE STUDY

Quality & Fractional at its Best

Omni delivers fractional staffing: 250 FTE in Week 1, 125 FTE for the remaining 3 weeks—exceeding Quality, CSAT, and AHT targets within 6 weeks post-launch.

Roles & Responsibilities

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 Ops

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)

15 FTE (600 hours/week) \$80,000	50 FTE (2,000 hours/week) \$272,000	100 FTE (4,000 hours/week) \$550,000	200 FTE (8,000 hours/week) \$1,1M
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What makes an ideal client?



FTE Requirements
Minimum 15 FTEs



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
Customer Service and Back-Office



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



Omni Interactions Sales Guide

How to Showcase Our Fractional Workforce

Questions to Qualify a prospect for a Fractional Workforce Solution

1. Do you experience seasonal spikes or unexpected surges in customer inquiries?
2. Are you looking for a more flexible staffing model that allows you to scale up or down quickly?

Unique Selling Points (USPs)

Fractional Workforce

Access a high-quality, specialized workforce with flexible Onshore, Nearshore, and Offshore options, ensuring the right talent for every need.

Pricing Structure

Pay only for productive hours with our all-inclusive pricing—no extra charges for breaks, coaching, or ongoing support, ensuring a predictable cost structure.

Flexibility

Benefit from 30-minute scheduling, rapid ramp-up times, and the ability to scale up or down instantly, optimizing cost and coverage with precision.

Partnership Approach

We go beyond basic outsourcing, streamlining processes, improving onboarding, enhancing training, and optimizing staffing to drive efficiency and cost.

AI-Enhanced Customer Engagement

Leverage AI and automation to improve self-service capabilities, streamline interactions, and enhance overall customer experience.

Scalable Workforce Solutions

Quickly expand or contract your workforce based on seasonal demand, promotional periods, or unexpected surges, ensuring seamless operations.

Seamless Technology Integration

Omni's cloud-based CX platform integrates effortlessly with CRMs, help desks, and communication tools, ensuring a frictionless customer experience.