



*Absenteeism, tardiness and employee turnover costs \$200 - \$300 billion per year...*

Protect yourself against the cost of lost productivity. An efficient, affordable substitute employee management solution (SEMS) saves you time and money.

### SUBSTITUTE/EMPLOYEE PLACEMENT MADE EASY

It is not a product, it is not software, it does not burden your IT support resources or require hours of training — **sems@liveconx™** is a service.

A service that efficiently matches, schedules and assigns employees (or external staff), from a designated pool of resources, to specific assignments when and where needed. A service that also fills absentee employee vacancies for you – so there is no loss in productivity.

For over 7 years **@liveconx** has provided substitute employee management services to the education market. **teachers@liveconx™** provides district school boards with a 97% fill rate for absentee teacher vacancies and virtually eliminates lost class time.

Any business or organization that must schedule (on demand or with short notice) employee assignments from a pool of resources, and/or fill absentee vacancies, can save time and money with **sems@liveconx**. This includes:

- ▶ nurses
- ▶ assisted living & retirement home care providers
- ▶ homecare practitioners
- ▶ midwives
- ▶ building/facility maintenance workers
- ▶ and others...

When you partner with **@liveconx** and outsource responsibility for employee placement and absentee employee management, you can expect:

🔗 **Average fill rates of 97%.** Unlike other substitute employee management systems, we don't stop at a fixed number of calls, or rely on a single method of contact, we work until the job is done.

🔗 **Predictable costs.** We know how challenging budgeting for variable and unknown costs can be. With a few key metrics, and some historical data, we'll establish a fixed monthly price for a personalized **sems@liveconx** service just for you. Now that's budgeting made simple.

🔗 **Live person contact.** Placing calls to substitute employees isn't the only way we'll try to contact them, but when we do call it will be a real person doing the dialling. Lets face it, speaking to a live person is friendlier, more personal and really more efficient. A live person can provide more details, answer any questions and resolve potential conflicts – lets see some automated voice robot do that.

🔗 **The most qualified, available substitute.** When absentee vacancies are filled we match the requirements to the skills of the available resources and select the most qualified substitute.

🔗 **Personalized placement guidelines and policies.** We can tailor **sems@liveconx** to reflect and enforce your policies, rules and priorities for substitute selections and assignments. No embarrassing, and potentially costly, contravention of industry guidelines or labour contract terms.

🔗 **Multi-channel contact outreach.** Substitute employees don't just sit by their phone waiting for it to ring. So we don't rely just on the phone as our sole method of reaching them. We will email them, SMS text them, fax them, even notify them through their Facebook account if that's what they prefer, or what it takes, to ensure your vacancy gets filled.

🔗 **Bilingual service.** **sems@liveconx** service representatives are bilingual (English/French) so dealing with us is as comfortable as can be.

🔗 **24/7 operations.** We work around the clock so you don't have to.



sems@liveconx™ is an innovative combination of real-time communications technology, automated resource management, and the personal human touch that saves time and reduces costs while protecting your productivity

## REPORTING & ANALYTICS

Filling absentee employee vacancies may be the most visible part of our sems@liveconx™ service, but it doesn't stop there.

Our automated resource tracking and management systems provide a wealth of critical information that equips you to better manage and administer your absentee management program. Some of the available reports include:

- 📄 **Daily/monthly activity.** Vacancy and placement activities by day and month.
- 📄 **Vacancies by location.** Individual and consolidated location-based absentee vacancy statistics provide insights into location specific and general trends.
- 📄 **Resource utilization.** Detailed reporting by individual provides up-to-date statistics for total hours worked, total available hours remaining (in accordance with any labour related agreements) and more, so that your pool of available resources is utilized in the most effective and efficient way.
  - ▶ accepted bookings records
  - ▶ declined booking records
  - ▶ available resource listings, remaining time available by person
  - ▶ vacancy reports, full vs. part day
- 📄 **Payroll data input.** Complete data for each placement is provided for input to your payroll and accounting systems.

## COMPLETE CONTACT RESPONSE & CALL ANSWER SOLUTIONS

A sems@liveconx™ is only one of the many personalized solutions available from @liveconx. In addition to tailored substitute employee management services for teachers, nurses, maintenance staff and other professions, a full range of innovative contact response and call answer solutions is also offered.

Take advantage of:

- 📄 **Event registration and management** services for regular employee workshops or simply for special one-time events
- 📄 **Virtual reception and call overflow** services for after hours or those times when you are overworked and understaffed
- 📄 **Outbound surveys or questionnaires** conducted by our professional call center representatives

For more information about sems@liveconx or any of our other contact response and call answer services call **1 (800) 267 9132** or visit our web site at [www.liveconx.com](http://www.liveconx.com)



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