



PC Helps Support

Client-at-a-Glance

PC Helps Support's mission is to support and educate both novice and advanced users of desktop PC software applications via fast, expert telephone support and online, Internet-based training. Located in Bala Cynwyd, Pennsylvania, the company helps 4,000,000 online users and companies of all sizes, including the Fortune 500 sector.

Turnover Drops 14% When Company Adopts Wonderlic Solutions

When Computer Consultants are hired at PC Helps Support, they undergo an extensive training program that allows them to provide solutions in a matter of minutes, all while maintaining a high, ongoing call volume.

The level of service PC Helps Support provides is just one of the reasons that Eric Harris, Manager of Recruiting, uses Wonderlic to identify, assess, and retain employees. The Wonderlic Talent Acquisition System (WTAS) has allowed the company to incorporate prescreening, assessments and ongoing tracking of the candidate process.

Turnover in the Computer Consultant position was reduced by 14% in one year. In addition to the reduction in turnover, the organization has also realized internal hiring efficiencies with the Wonderlic system. The savings in expenses alone have ranged from \$10-15K.

“Our Wonderlic Solution is cost-efficient and flexible in meeting our needs,” says Harris. “The ROI realized with our Computer Consultant position is soon to be extended toward hiring and retention

within our Sales and Marketing teams. Wonderlic has been great to work with, and they use their online tracking to supply us with up-to-the-minute reporting that demonstrates our progress to the Board of Directors.”



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Pinpoint potential.

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