

TAKING HIRING & OUTSOURCING TO THE NEXT LEVEL

INVESTING IN YOUR BUSINESS GROWTH

BUILDING AN ENVIRONMENT FOR SUCCESS



**WITH THE
DCX 4D™ PROCESS**

THE RIGHT PEOPLE, PROCESSES, PROGRAMS, AND PLATFORMS

The growth of your business depends on having the right infrastructure and controls in place – that means the right people, processes, programs, and platforms. At DCX, we design a blueprint for your business that combines all of these things and that sets you and your team on a path to success.



DESIGN THE BLUEPRINT

The right people, processes, programs, and platforms to set you on a path to success.

01

- US-BASED LEADERSHIP & EXECUTIVE FUNCTIONS
- DEDICATED TALENT ACQUISITION TEAM
- DCX TALENT DEVELOPMENT TEAM
- CUSTOMER SUPPORT TEAM
- FAST BUT THOROUGH HIRING PROCESSES
- ONGOING CLIENT MEETINGS & CONSULTATIONS
- EXPERT-LED ACADEMIES
- STRUCTURED L&D PROGRAMS



WORKING WITH DCX HAS REMOVED OUR ANXIETY AROUND GROWTH. THE TEAM REALLY UNDERSTANDS HOW TO GROW A BUSINESS AND THEY HELP US GROW TOO.

-SHAYNA COHEN, COO, TEAM SCG



FINDING YOU THE BEST GLOBAL TALENT

The battle for top talent in the US requires a new way of hiring and training. We've developed a process for finding, screening, and hiring your next superstar team members in just 4 weeks.



DISCOVER THE BEST TALENT

Just 4 weeks to find, screen, and hire your superstar team members.

02

- EXPERIENCED TALENT ACQUISITION TEAM
- WE CAPTURE THE JOB REQUIREMENTS
- WE DRAFT & POST THE JOB REQ
- 8+ KEY SKILLS SCREENED
- SKILLS-BASED QUESTIONS & SITUATIONAL TASKS
- REFERENCE CHECKING
- SHORTLISTING TO 3 CANDIDATES
- INTERVIEW NOTES SHARED
- VIDEO INTERVIEW BLOCK SET UP & HOSTED BY DCX

CANDIDATES ARE ALL:

- FLUENT IN ENGLISH WITH GREAT COMMUNICATION SKILLS
- WORKED FOR US COMPANIES BEFORE
- DEGREE EDUCATED
- PROFICIENT IN MICROSOFT SUITE

OVER 94% EMPLOYEE ENGAGEMENT RATE

A FULLY-PARTNERED ONBOARDING PROCESS

Once we've found your perfect team members, we'll help you get them onboarded. Our 30-Day Partnered Onboarding process ensures that you're set up for success in both the short and long term.



DELIVER YOUR ONBOARDING PLAN

Your dedicated Customer Success Manager accompanies you on our 30-Day Partnered Onboarding process.

03

- DEDICATED CUSTOMER SUCCESS MANAGER
- ONBOARDING & IMPLEMENTATION DASHBOARD
- TEAM MEMBER SET-UP COVERED – CONTRACTS, IT, ETC.
- DCX ONBOARDING DAY INCL. INTRO TRAINING
- ONBOARDING BEST PRACTICES & ADVICE
- KICKOFF MEETING
- REGULAR CHECK-IN CALLS
- 3-MONTH CHECK-IN MEETING
- ONBOARDING WRAP-UP SESSION
- ONGOING CUSTOMER SUPPORT
- REPLACEMENT TEAM MEMBERS IF REQUIRED



DCX HAS REALLY HUMANIZED OUTSOURCING – THESE ARE PEOPLE. THEY AREN'T ANY DIFFERENT TO OUR US TEAM MEMBERS, THEY ALL HAVE A TASK AND ARE DOING THEIR JOBS. THEY ALSO HAVEN'T REPLACED ANYONE, INSTEAD WE'VE ADDED JOBS AND MOVED PEOPLE UP.

-TOM MEISSNER, PRESIDENT, ICOSTORE

SUPPORTING YOUR GROWTH FOR THE LONG TERM

We understand the importance of developing scalable, long-term growth strategies. That's why we continually invest in developing, retaining, and building your DCX Team to minimize turnover and support your business growth.

- ALL CORE BENEFITS & OVERHEADS COVERED
 - GENEROUS PTO, WFH & HEALTH PACKAGES
 - QUARTERLY BONUSES & ANNUAL RAISES
 - STRUCTURED TRAINING & L&D PROGRAMS
 - DCX ACADEMIES
 - RETENTION BONUSES
 - REWARDS & HOLIDAY GIFTS
 - MONTHLY EMPLOYEE APPRECIATION MEETINGS
 - DAILY 'INSPIRATION' POSTS
 - HEALTH & WELLNESS PROGRAM
 - TWICE-YEARLY COMPANY PARTIES
 - CLIENT TRIPS TO THE PHILIPPINES
- AND MUCH, MUCH MORE!



A long-term commitment to developing, retaining, and building your DCX Team.

04

OVER 80% EMPLOYEE RETENTION RATE

DCX

WHY NOT TAKE YOUR HIRING STRATEGY TO THE NEXT LEVEL?

SPEAK TO THE DCX TEAM TODAY.



DCX
LET'S GROW