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## HRMC's Upgraded "Interactive Voice-Web" Technology Makes Single Session Candidate Screening and Assessment More Seamless and User-Friendly

**Acclaim's enhanced web and phone synchronization, bolstered by upgrade to global high-speed network, delivers better-integrated and more fluid screenings, assessments, and job simulations**

**IHRIM – Washington, D.C. – April, 10, 2006** – Human Resource Management Center, Inc. (HRMC), providers of "next-generation" selection, assessment, and management solutions, today announces that it has upgraded the "interactive voice-web" (IVW) synchronization capabilities of HRMC Acclaim<sup>SM</sup>, its flagship screening platform, combining intuitive, naturalistic phone interviews with real-time web-based skills assessments. Enhanced synchronization facilitates seamless interaction between two mediums without the time lags often experienced in other automated screening applications where phone and web processes are combined.

One of the significant drawbacks of conventional automated candidate screening systems is the "artificiality" of the experience. Now, with the two processes perfectly in sync, candidates enjoy a more engaging and rewarding user experience—a single session that flows naturally from prescreen to interview to assessment. Using advanced *artificial intelligence*, Acclaim intuitively adapts to a candidate's responses and asks appropriate follow-up questions. The enhanced synchronization gives candidates the experience of a live interview and the ability to showcase their skills. This gives employers a complete view of potential hires while requiring minimal administrative intervention. An additional feature allows candidates to stop and resume the process at the point where they left off. Hiring managers also benefit from this feature since fewer candidates are likely to opt out of the process, as is often the case with other more "linear" technology-based screening platforms.

"Candidates are becoming increasingly disillusioned with job boards as they watch their resumes disappear into a black hole and wait for a response that often never arrives. Similarly, conventional automated recruiting systems are often mechanical, artificial, and do little more than ask candidates to input information from their resumes," says Ron Selewach, founder and CEO of HRMC. "Acclaim now offers job seekers an interactive experience that harmoniously marries phone and web technology so candidates can truly showcase their skills. Hiring managers, for their part, have long sought a better way of screening candidates—since traditional resume-based processes are labor intensive and automated solutions have, to date, over promised and under delivered on the assessment phase of the process. Acclaim now offers a way to gather more revealing and pertinent information as demonstrated through job simulations and candidate's spoken responses to actual situations that they will encounter on the job."

As an example of the enhanced IVW synchronization, an employer looking to hire an IT specialist or programmer can have Acclaim put computer code up on the candidate's desktop while

concurrently engaging the applicant by automated phone to ask how it might be rewritten for greater efficiency. In another scenario, a hiring manager can have a customer service simulation where several screens of information are available to the applicant on the desktop. The candidate is then charged with negotiating the screens while responding to a variety of service calls. Hiring managers can then listen to candidates' captured spoken responses to determine how they handle "real-time" situations that are representative of the job.

HRMC's recent upgrade to an OC3 global fiber optic network, which enables Acclaim to process 17,280 candidates per hour over the phone, allows its IVW synchronization capabilities to proceed uninterrupted and without delay. The completion of the global network will also enable HRMC to service clients with multiple U.S. and multinational locations as economically and efficiently as they have done domestically.

## **About HRMC**

Founded in 1984, HRMC is a pioneer in applying cutting edge technology to solve business' most pressing human capital challenges. The company's flagship HRMC Acclaim<sup>SM</sup> solution simplifies the management of all phases of the employee lifecycle and the identification of opportunities for improvement.

HRMC's technology automates a range of interrelated processes within a flexible, user-friendly framework, enabling organizations to streamline the acquisition and assessment of talent, evaluate new employees' readiness to contribute, and analyze the impact of a company's culture on retention and performance. Whether accessed over the web or the phone, users—from job prospects to long-time employees—are led through an interactive experience that approximates true human dialogue, resulting in more effective interviews and employee surveys. HRMC Acclaim is easy to deploy and can be up and running within two weeks. It can be integrated with and extend the functionality of existing applicant tracking and HRIS systems, or provide companies with a complete end-to-end automated solution from the ground up.

Industry-leaders such as Capital One, HSN, SBC, Frito-Lay, Tropicana, and QVC have all used HRMC Acclaim<sup>SM</sup>. HRMC is headquartered in Tampa, Florida and is privately held. For more information, visit the company's Web site at [www.hrmc.com](http://www.hrmc.com).

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