

HRMC Helps Home Shopping Network Shop For Talent

By HRMC

Human Resource Management Center, Inc

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Using Human Resource Management Center's (HRMC) Enhanced Automated Screening, Assessment and Management Solution, Home Shopping Network Optimizes Call Center Staff

Tampa, FL —July 8, 2003 — The Home Shopping Network (HSN) has just improved the way it shops for talent. Human Resource Management Center (HRMC), providers of "next generation" selection, assessment and management solutions, today announces that Home Shopping Network (HSN) will implement the enhanced version of HRMC Acclaim© to automate candidate screening and talent acquisition.

Candidates can apply for positions with HSN over the web or over the phone via HRMC's "intelligent" IVR technology (HSN is using this specifically to staff their call center – critical to their ability to perform to exacting customer demand). HRMC Acclaim guides each applicant through an interactive experience that approximates true human dialogue. The enhanced version of HRMC Acclaim is designed to take interviewees several levels deeper, asking candidates questions based on ongoing surveys of HSN staff. These surveys help in formulating interviews which enable HSN to rank candidates based on both skills and the ability to thrive in the HSN culture.

Additionally, HSN is able to remove a key barrier that limits candidate flow (resumes are no longer a requirement to enter the system; many otherwise qualified candidates do not maintain up-to-date resumes) and provide applicants with an environment and process that results in more effective, informative interviews.

By automating all phases of the employee lifecycle – from initial candidate interview to periodic employee surveys/assessments to exit interviews -- HRMC Acclaim enables HSN to more efficiently, expeditiously and cost-effectively recruit, develop and retain a high-performance workforce.

HRMC Acclaim automates the labor-intensive data gathering, record keeping, workflow processing, and decision-making activities for companies who hire and manage talent. Through effective use of integrated IVR and Internet technologies, HRMC Acclaim provides a rapidly configurable and easy-to-use solution that saves your organization valuable human resource effort, reduces associated costs, and shortens the duration of finding, qualifying, and acquiring human talent. The impact is significant, and the savings are both real and measurable.

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 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 lead 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, GE Financial Assurance, Cingular Wireless, SBC, Frito-Lay, Tropicana, Home Shopping Network, QVC and T. Rowe Price have all used HRMC Acclaim. HRMC is headquartered in Tampa, Florida and is privately held. For more information, visit the company's website at www.hrmc.com

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