Working Solutions

Based in Dallas, Texas, Working Solutions is a recognized leader in on-demand, onshore contact center outsourcing. Think virtual call centers, free of bricks and mortar.

Founded in 1996, the private, woman-owned company draws from a database of 150,000+ professional contractors, known as PROs. They work from home all across the United States and Canada to provide best-in-class contact center services. Spread across 1,000s of miles, this mobile-and-modern workforce model enables companies to deliver nonstop customer care, scaling resources as needed.

In 2021, Working Solutions secured a major, long-term investment from Housatonic Partners, a well-respected, private-equity firm focused on growth companies. Supported by a new board of directors, Working Solutions plans to expand into evolving markets, such as telehealth, and new geographies.

Industries

The versatility of Working Solutions offerings—from sales to service to tech support—enables the company to serve clients and their customers in diverse industries. They include communications, consumer services/retail, energy/utilities, financial services, healthcare and travel/hospitality.

Today, more businesses—from online, medical-device providers to virtual exercise companies—rely on-demand, remote services to engage their customers. On average, Working Solutions handles more than 100,000 transactions a day.
Clients
Operating for 27 years, much of the company’s business comes through referrals, from convinced clients working side-by-side with Working Solutions front-line leaders and professional agents.

The dependability and flexibility of the company’s virtual operations ensure responsive, reliable service for everyday business, long-range projects and unforeseen events, such as the pandemic.

Clients range from nonprofits to small and mid-sized businesses to FORTUNE 500 companies. Here are just a few: A Place for Mom, Intuit TurboTax and Sylvan Learning.

Recognition
As forerunner in on-demand customer service, Working Solutions is known for its industry leadership and empathetic workplace. Today, 80% of employees are virtual and all agent contractors work from home.

Recognition includes:

- Ranking 2nd in the FlexJobs Top 100 Companies with Remote Jobs (2023). We ranked 4th through 9th spot between 2016 and 2022. Being ranked highly showcases the growth of Working Solutions’ business.
- Industry analyst HFS named Working Solutions a OneOffice/One Ecosystem Hot Vendor. In its report, HFS states the company is a proven contact center outsourcer that knows how to recruit, onboard and educate an exemplary, customer-service workforce (2022).
- Working Solutions founder and chief executive Kim Houlne being profiled in The Woman Achiever (2022). Such profiles cite forward-thinking and a leader’s direct impact on a company’s bottom line. What’s more, Houlne is named among North Texas’ most influential businesswomen.