

EMPLOYEE LOYALTY SUCCESS STORY



Everything is up and more will come, on quality, turnover and absenteeism. Our absenteeism rate is now below industry benchmarks, and turnover is on its way.

Mike Nessler
CEO, Argo Contact Centers

Challenge

Argo Contact Centers, a customer contact service for high growth and Fortune 1000 companies, was experiencing industry-wide challenges: high turnover and frequent absenteeism. With 4 locations across 2 states, Argo was motivated to cut their excess recruitment and staffing costs—a challenge that many other companies in its industry face.

Solution

Argo Contact Center introduced Instant Pay across their locations—giving employees access to 50% of their pay after each shift to help boost financial wellness. As a result, Argo experienced tremendous improvement across the board, especially with productivity, retention and shift attendance.

“The agents really love Instant Pay. The capability of being able to have half of their pay available to them by the next day just gives them a lot more flexibility than they had before. It has increased loyalty, retention and employee satisfaction overall.

“Instant Financial made it super easy to implement, helping us with training and documentation. It was a great experience from the start.

Mark Veyette
CTO, Argo Contact Centers

Results

With Instant Pay, Argo decreased their turnover rate by 12% and absenteeism rate by 13%. This not only led to lower operational costs through reduced turnover, overtime and shift coverage, but also increased employee morale—empowering their employees to take control of their daily finances.

