



ABOUT ERC DATAPLUS

ERC delivers client-centric, state-of-the-art Internet and Interactive Voice (IVR) solutions for recruiting and employee surveys, and through ARGOS Assessment Company, multirater assessments. Its applications are modular in design to allow companies to select what they need; when they need it.

Clients benefit from dedicated and experienced project and account management teams to help clients translate their expectations into realities, and have a more efficient and effective process.

Supplementary modules to Selectech Workforce Management and Selectech 5.2 CMS improve the quality of hires and reduce turnover. Surveys of new hires to help improve the orientation process and surveys of departing employees that help to uncover root causes of turnover are also available.

Leading financial service companies, call centers, retail, hospitality companies, and Fortune 1000 companies look to ERC for quality, innovation, service, and high Return

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LastWord® Automated Exit Interview

***Screening, hiring and retaining the workforce you want - efficiently!** SM*

LastWord® Automated Exit Interview replaces time-consuming, subjective and inconsistent exit interviews and is easy to use, cost-effective, and produces input that is both candid and strategically valuable.

The LastWord survey is taken by the exiting employee via Web or Interactive Voice Response (telephone). It is administered consistently, which insures objective and reliable results.

LastWord identifies the true, underlying sources of employee job satisfaction and dissatisfaction. This information can be aggregated and analyzed to provide diagnostic information about regions, departments, managers or other organizational definition.

LastWord will help you identify the organizational practices which best support employee satisfaction and retention.

GUARANTEED BENEFITS WHEN YOU CHOOSE LASTWORD

Best Choice. ERC's eleven years' experience is available to improve your recruiting process and select and retain high performing employees.

Process Improvement

By capturing and reporting the underlying causes for employee job satisfaction and dissatisfaction, LastWord helps organizations identify issues affecting morale and turnover.

Confidentiality and Anonymity

Departing Employees like being surveyed via either the Internet or IVR because it is less intrusive than having to sit across the table from a Manager or Human Resource staff member.

Fast, easy implementation

No hardware or software to purchase and no demand on your IS department.

Cost. There is typically no implementation fee if used as part of Selectech Workforce Management. ERC offers both subscription and transactional-based pricing plans. The subscription fee is based on the number of surveys that will be taken during a given time period.

LastWord addresses —

- Advancement opportunity concerns
- Alternative employment opportunities
- Company policy violations
- Compensation inequities
- Co-workers' and supervisor relationships
- Education and training opportunities
- Evaluations / performance feedback
- Incentive program effectiveness
- Medical benefits and health issues
- New job opportunities
- Retirement / second career decisions
- Teamwork and department cooperation
- Timing and scheduling concerns
- Transportation issues
- Vacation / leisure / time-off scheduling
- What the company can do
- Work and personal reasons for leaving
- Work condition problems

LastWord can be customized to meet your specific needs.