### Client

The client is a leading provider of online proctoring services to over 1,000 academic institutions.

### Work

The work is done remotely by professionally-trained live proctors and supported by AI-based behavior analysis.

Students typically take their tests in their room. Books, laptops and other people in the room are indicators of cheating and they must be eliminated by the proctor before allowing the test taker to start. Otherwise, the exam results may be invalidated.

### Challenges

Error rates tend to rise when proctoring sessions increase during peak months. Proctors may not immediately see signs of cheating when they’re focused on completing each session as it comes in from the queue.

Because of the increased number of sessions, proctors had to work overtime to accommodate more test takers. Their work schedules become erratic wherein they had to work irregular hours to fill in the gaps.

### FTO Solution

Fair Trade Outsourcing hires a seasonal workforce to help current proctors manage their workload. With more people in the team, they can launch each session smoothly as it comes in. So, current proctors are less prone to making mistakes when watching test-taker behavior. They’re able to provide a seamless experience for the students with no wait time to take an exam.

Meanwhile, a small team of proctors are assigned flexible roles. That means they work as needed, either as a launcher or watcher. They also fill in whenever current proctors need to take a day off, fall ill or have a personal issue to attend to. This small team provides relief for current proctors during peak months when there are too many test takers waiting to start and end their sessions on time.

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**Steve Morgan**
Vice President of Operations
ProctorU Inc

“By integrating Fair Trade Outsourcing into our operation, it has signified an overall improvement. Their highly skilled and qualified staff are trained to perform and deliver on all key performance indicators. We undeniably have established a very rewarding partnership which we expect will only continue to be more productive and meaningful for our business.”