



founded: 2008

location: Córdoba, Argentina, South America

technical capabilities:

- 300 Internet-enabled agent stations
- 1,000,000 calls per month capacity
- 24 X 7 X 365 operations
- Blended inbound and outbound stations
- Dedicated and centralized Quality Assurance
- Data-driven scripting/dialog
- Consumer, Small Business and Enterprise solutions
- On-site, unlimited back-up power generation

specialized services:

Customer care	Back office services
Inbound/Outbound sales and acquisition	Database management
Multilingual voice capability and translation services	Application processing

Argentina advantages:

- Widely recognized as the Business Process Outsourcing (BPO) "hub" of Latin America
- Deep experience base – 31% of all Argentine call centers are in Córdoba
- Multilingual capability in English, Italian, German, Portuguese, French and Spanish
- Recognized as a leader in Spanish bilingual and translation services
- Good voice and accent acceptance to US clients
- Robust technical infrastructure and connectivity with excellent redundancies
- 30% or more savings over using a US facility
- Healthy economy
- Stable political environment

mission:

To help companies communicate and establish personalized, profitable, and long-lasting relationships with customers, employees and constituents through a variety of direct media and marketing channels.