



Concierge

A BPO Contact Center Consultancy

1-800-410-1107



www.callcenterconcierge.com

WHY US?



Action is the
foundation
of success

We represent a global **portfolio** of high-quality contact centers that are **US owned** and managed. They offer best-in-class customer service and back-office support to well-known brands and startup businesses from around the world.

Our consultancy services are **FREE** to companies seeking agents. We will match your company to the perfect experienced industry partner who can lower your costs and boost your revenues while enhancing your brand.

- Our portfolio has 6,000 agents in the USA and 6 additional countries
- They serve top national and international brands
- Each center has 15+ years' experience in customer support
- Full access to the latest cloud technology with omnichannel services
- Offer in-depth business knowledge based on industry experience
- Can provide references from highly satisfied clients

PARTNERSHIP

- Trust
- Value
- Collaboration
- Innovation



Pricing



The high quality of customer service offered by our portfolio companies is available at **affordable rates** even for companies that only desire operations in the USA.

Our centers offer a cost-effective solution for companies needing a global footprint, additional capacity, or just a new partner. Innovation and proven experience mean we can offer the best service at the best rates.

Pricing Factors

- Type of Customer support
- Hours of Operations
- Volume - calls, emails, text, chat
- Service levels
- Location of agents



For tier 1 customer support agents in the USA & Canada the base rate starts from **\$31** per hour for dedicated brand agents.



For nearshore tier 1 bilingual agents, rates range from **\$13 to \$20** per hour. Offshore rates start at **\$11**.

Some clients have saved **millions** in costs in outsourcing just 25 agents and seen improved customer satisfaction. Contact us for a **customized quote** for your business.

WHY OUTSOURCE?

Running call & contact centers is NOT the core competency of most companies, leading to costly inefficiencies in operations.

Today, many companies are open to outsourcing a variety of operations - payroll, employee benefits, security, IT, and customer support - because in return they have unlimited access to the right skilled talent, at the most cost-effective price, to properly meet the needs of their business. Our portfolio companies focus **only** on customer service. This allows client companies to focus on their **strategic goals** of creating, developing and improving their products or services to increase their revenues.

Our portfolio companies have also provided a welcoming **new** home to some companies who had outsourced with a prior partner, but who felt they were not treated as valued client by that former partner. The executive teams in our portfolio make it a point of pride to ensure that the needs of the client are always a priority.

BENEFITS

- Concierge customer support
- Industry experienced partner
- Up-to-date technology
- Stable labor rates
- Seasonal ramp up & down
- No recruiting costs
- No HR costs
- No employee benefits
- No unemployment insurance
- No attrition costs
- No real estate office costs
- No equipment costs



Co-Sourcing



Co-sourcing is outsourcing part of your customer support operations.

This hybrid version is a popular option among client companies. They have made the decision to not overextend the size of their in-house call center operations for strategic and economic reasons.

They will instead seek an experienced industry BPO partner like those in our portfolio to assist them in handling additional capacity and to help with seasonal peaks.



This has many advantages such as access to flexible scalable trained talent without incurring large, fixed costs. Many companies have discovered the **KPI** metrics and processes of our portfolio call centers have helped improve their own operations.



Our portfolio partners' expertise and industry knowledge has come from many years of providing services to a variety of companies in the same industry. They understand the client's need for business intelligence and efficient processes to succeed in a global world. They offer more than a vendor relationship. They seek to be a valued and trusted partner.

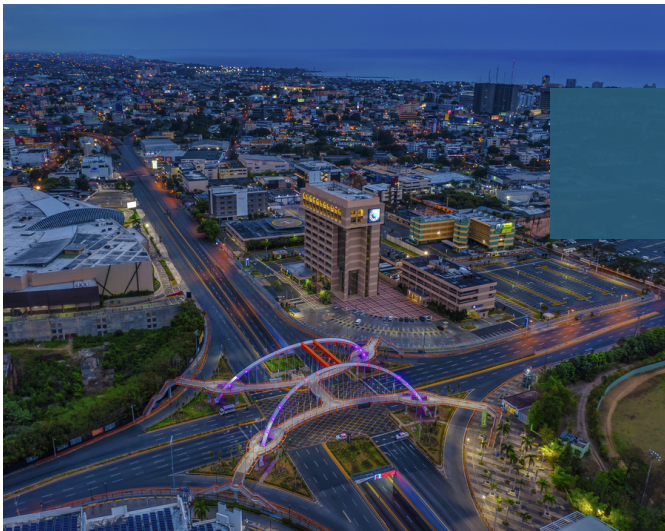


NEARSHORE

Our portfolio companies operate contact centers in the Caribbean, Central and South America. Agents are bilingual, often college educated, and familiar with American culture. The American business model is followed in operations, processes, and compliance, and is overseen daily by American management teams.

BENEFITS

- Lower cost
- Bilingual agents
- Brand familiarity
- Current technology



COUNTRIES

- Dominican Republic
- Costa Rica
- Guatemala
- Colombia



OFFSHORE

Our portfolio companies operate contact centers in the Philippines and India. Agents have strong English skills, especially in the Philippines. The United States governed the Philippines for nearly 50 years and both nations remain deeply connected following independence. Most major US companies have operations in the Philippines.

BENEFITS

- Lowest global cost
- Excellent English speakers
- Strong American culture
- Excellent technology



COUNTRIES

- Philippines
- India

Connecting Companies & Contact Centers

Portfolio Expertise

- Retail & eCommerce
- Automotive
- Healthcare
- Financial Services
- Hospitality
- Product Support
- Residential Services
- Back Office Processes
- Banking
- Software Support
- Media
- Reservations

Contact Us for a Quote Today

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