

Value | Driven



COMMUNICATIONS AND INTERNET SERVICE PROVIDERS



**Let SPi Global take charge of your business outsourcing needs.**

## **SPi Global is a BPO leader for communications and internet service providers.**

With the emergence of new technologies and growing demand from customers, it is time for the communications and internet service providers (ISPs) to take advantage of the benefits of outsourcing. Let experts like SPi Global transform their customer relationship management with 24/7 customer support and maintenance.

SPi Global is the partner of choice for one of the top satellite TV providers in the US, and we rank high in selling premium programming services to its subscribers. Three of our call center sites are dedicated to serving the needs of industry clients who have thousands of subscribers requiring: Helpdesk Support, Products and Services Inquiry Support, Billing and Payments Support, Account Management, Cross-Sell and Up-Sell Programs, Customer Retention Programs, Direct Corporate and Consumer Sales, Refunds Handling, Service Dispatch Support, and Promotional Inquiries Support.

**Here are eight reasons why companies choose SPi Global's CRM Solution:**

1. 30 plus years in the outsourcing business
2. BPO leader with 18,000+ employees in 30 locations
3. Exceptional talent profiling – English fluency, IT proficiency, and more than 90% of employees with college degrees
4. Trusted, experienced, and tenured Lean Six Sigma management team
5. World-class error-free reporting and CSAT scores at more than 98%, with nearly one billion customer transactions
6. Subsidiary of the Philippine Long Distance Telephone Company (PLDT), the largest Filipino telecommunications provider
7. Six Sigma, ISO 9001:2008 Quality Management, ISO/IEC 27001:2005 Information Security Management, and PCI DSS Compliance
8. 24/7 web accessible reporting and hourly interval support on Key Performance Indicators (KPIs)

**To learn more about how SPi Global CRM can help you take charge of your business outsourcing needs please contact:**

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**SPi Global at a glance:**

- Market leader in CRM, Content Solutions and Healthcare
- International presence and wealth of experience handling demanding clients, including one of the top satellite and E.com providers in the US
- Specialization in live interaction, including: customer care and retention, inbound/outbound sales, consumer and B2B marketing, social media response management, product/service cross-sell and up-sell, technical support, email and chat, and back office support

**Experts you can rely on.**

No customer care program can succeed without the right people. Our senior management team brings more than 90 years of combined contact center management experience. Our team managers are equipped with the proper information and tools, and are empowered to make the right decisions. Our team members are carefully recruited, extensively trained and continuously rewarded and recognized for delivering exceptional service to your customers.

It's no small wonder that our key attributes and core competencies garnered praise and receipt of the prestigious "BPO Company of the Year" recognition of the 2011 International ICT Awards. Or that our parent company, PLDT, has been acknowledged as the 2011 "Best Managed Company" in the Philippines in a poll by *FinanceAsia* magazine.

**We take the time to assimilate your culture.**

The key to successfully outsourcing your customer relationship program is to make it seamless, and that's where SPi Global stands out. Before we make a single phone call or email, we take the time to learn the culture of your business and create a program—staffed by specially trained, dedicated team members—tailored to deliver the solutions you need.

But we don't stop there. Our philosophy of proactive service to our customers means we continuously draw upon our experience to suggest ways to improve efficiency, reduce costs, and increase your revenues.

**Take the first step to superior CRM today.**

Communications and internet service providers from all over the world count on us to make their CRM programs more successful, more efficient, and more profitable. Now is the time to find out how you, too, can benefit the same way.



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