



2011 International ICT Awards BPO Company of the Year

SPi Global is one of the world's largest and most diversified Knowledge Process Outsourcing (KPO) and Customer Relationship Management (CRM) service providers in the industry in terms of the number of clients, geographic presence, and capabilities.

As the largest BPO Company in the Philippines, we have over 500 clients and 18,000 employees worldwide in 30 locations in the US, Netherlands, Philippines, India, Vietnam and Australia.

As the 2011 International ICT Award's "BPO Company of the Year", SPi Global has been acknowledged as a premier provider of operational excellence, superior customer service, and exceptional value.

Who is SPi Global? SPi Global stands for Solutions, People, Innovation. It is a wholly owned subsidiary of the Philippine Long Distance Telephone Company (PLDT), the leading telecommunications provider in the Philippines. PLDT is listed on the Philippine Stock Exchange (PSE: TEL), and its American Depositary Shares are listed on the New York Stock Exchange (NYSE:PHI).

At a glance:

- 30+ years of continuous improvement in the outsourcing business
- Labor force comprised of 90% college graduates with available 24/7 coverage
- 18,000+ employees across 30 locations in US, Netherlands, Philippines, India, Vietnam and Australia
- Single-source, end-to-end provider offering the widest range of voice and non-voice solutions to our niche markets
- A subsidiary of the Philippine Long Distance Telephone Company, one of Asia's best-managed companies
- Six Sigma, ISO 9001:2008 Quality Management, ISO/IEC 27001:2005 Information Security Management, PCI DSS Compliance

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

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CONTENT SOLUTIONS

Maximize the Value of your Content

SPi Global is ranked No. 1 by more than 600 senior publishing professionals.

We are the global leader in content outsourcing solutions. Our partners include 3 of the Top 5 Journal Publishers, 4 of the Top 5 Scholarly Book Publishers, a leading Business Information Provider, and a Top 10 Global Financial Services Firm.

Services

Editorial Services, Production Services, Digitization Services, Database Services, Customer Support Services, Transaction Processing Services, KPO Services

CUSTOMER RELATIONSHIP MANAGEMENT

Taking Charge of your Business Outsourcing Needs

SPi Global has a proven track record in long-term client partnerships.

We provide a wide range of fully integrated customer relationship management solutions that enable our clients to increase service levels, operational efficiency, and revenues, as well as reduce costs, abandon rates, and handle times.

Services

Customer Care, Technical Support, Sales Support, Social Media Response Management, B2B Electronic Data Interchange, Financial Services, Market Surveys and Research, Procurement Logistics, Back Office Fulfillment, Appointment Setting and Lead Generation

HEALTHCARE

Now is the Time for Optimum Performance in Healthcare

SPi Healthcare is a leading integrated revenue cycle and clinical documentation improvement firm.

We provide industry-leading Healthcare BPO services to hospitals and healthcare providers throughout the United States. Our services are proven to enhance revenue opportunities, and improve financial risk management.

Services

Revenue Cycle Management, Coding and Compliance Consulting Services



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