

Value | Driven



CUSTOMER RELATIONSHIP MANAGEMENT



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

## The industry standard in Customer Relationship Management

**30 plus years of continuous service in the outsourcing business.**

No matter what industry your business lies in, ensuring that each customer has a remarkable experience is fast becoming a major differentiator in attracting new business and retaining customer loyalty.

At SPi Global, our goal is to deliver customized solutions that effectively meet your customer relationship management needs. We provide 360° solutions tailored for maximizing client retention and sustaining long-term revenue without sacrificing quality and business delivery.

From customer care to back-office processing to technical support, we speak your language. With 7,500 skilled customer care specialists, we have the manpower—and the experience—to provide you with highly flexible, cost-effective solutions, including: Customer Care, Technical Support, Sales Support, Social Media Response Management, B2B Electronic Data Exchange, Financial Services, Market Surveys and Research, Procurement Logistics, Back Office & Fulfillment, and Appointment Setting & Lead Generation.

Our Clients know that their customers are receiving service equal to or better than what they were previously enjoying... because we treat our clients' customers as our own.

**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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**Premier one-stop CRM Provider**

We believe deep and genuine customer care starts with our people: top notch subject-matter experts who deliver end-to-end solutions 100% of the time.

Our tenure in the market place is directly attributed to our labor force, robust telephony, and IT-solutions that can be “tailor-fitted” to jump start your business and maintain longstanding partnerships. Not only do our CRM activities cover voice-based transactions, but we also do email, chat, and we do a variety of back-office processes.

**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.**

Ready to improve your customer service management program? Take the first step and discover what a company that has already handled *nearly half a billion* customer transactions can do for you.



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