



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

## **SPi Global is a BPO leader in manufacturing services.**

It's another year for actively engaging volume plans, initiating production agreements, solidifying warranty agreements, and deploying rapid technical and installation services from people who want your products and services. Your customers deserve exemplary care, help desk and technical support, and immediate call-handling responses at all times.

Now is the time to make sure you are ready to take on the challenges of handling the needs of more customers. SPi Global's Customer Relationship Management (CRM) business unit can help you. We provide end-to-end phone, fax, email, web, chat, and back-office processing services.

With more than 30 years of experience in global outsourcing, serving more than 500 clients in North America, Europe, Australia, and Asia, SPi Global is the ideal BPO partner for any customer care, delivery, scheduling, planning, and account management transaction. What's more, SPi Global delivers customizable services based on viable end-to-end solutions that are not exclusively based on cost measures only.

**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
- Network reliability and robust technology for more than 500 clients
- World class IVR and broadcasting services that complement delivery services, consumer/product alerts, account modifications, and/or appointment scheduling
- 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.**

Manufacturing companies 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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