

Value | Driven



QUICK SERVICE RESTAURANT



Let SPi Global take charge of your business outsourcing needs.

SPi Global is a leading BPO company for quick service restaurants.

The role of contact centers for quick service restaurants has changed dramatically. It has become a common practice to support standard delivery services, online menu support, broadcast and promotional service management, and real-time 24/7 support to enhance the food service experience.

SPi Global has adapted to this demanding role. We provide sales, product delivery, reservations, promotional services, technical support, and customer care for QS Restaurant clientele ranging from local franchises to three Fortune 500 food service companies. With more than 500 clients in total, we continue to maintain a customer satisfaction rating of 95% or above across all consumer programs.

Our 30 years of experience in global outsourcing, serving more than 500 clients in North America, Europe, Australia, and Asia makes us the ideal BPO partner for any quick service restaurant. What's more, SPi Global delivers customizable programs 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
- Multiple locations with staff members who have quick service food and beverage, retail, and B2B sales promotional and event consultation experience
- World class IVR and broadcasting services that complement B2B or consumer account notifications, service delivery, and product survey activities
- 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.

Quick service restaurants 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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