

Value | Driven



RETAIL AND MEMBERSHIP SERVICES



Let SPi Global take charge of your business outsourcing needs.

SPi Global is a BPO leader in retail and membership services.

The role of contact centers for retail, wholesale, and membership service companies has changed dramatically. We've been a part of the recent shifts from exclusive cost reduction and process efficiency measures, to the promotion and enhancement of the brand experience. There is now a need to provide more opportunities to customers – social media, mobile marketing, 24-hour service.

With more than 30 years of experience in the global outsourcing, we now provide the whole gamut of technical support, sales programs, and customer care for retail clients, which include a Fortune 200 company and the third largest consumer electronics firm in the US. With more than 500 clients in total, we continue to maintain a customer satisfaction rating of 95% or above across all consumer programs. Here are just some of the current services we offer: After Sales Callout Certificates, Sales Surveys, Promotional Broadcast Messaging, Cross-Sells and Up-Sells, Inbound Technical Support, Account Validation, Warranty Eligibility, Account and Order Management, Remote Desktop Troubleshooting, and Product Activations and Installations.

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:

Sean M. Alston
Director of Marketing, CRM
T (630) 468 7718
M (215) 859 7127
sean.alston@spi-global.com

SPi Global at a glance:

- Market leader in CRM, Content Solutions and Healthcare
- Multiple locations with staff members who have retail management and sales consultation experience; help desk specialists with inventory, rewards servicing, and IT troubleshooting experience
- World class IVR and broadcasting services that complement B2B or consumer alerts, account term notifications, complete service delivery activities, and initiate warm transfers between servicing agencies
- 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.

Retailers and membership 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.



Email: crm@spi-global.com
www.spi-global.com

