



Overview

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 clients, geographic presence, and capabilities. The company has over 15,000 employees in 24 locations in North America, Europe, and the Asia Pacific region. For more than 500 clients worldwide, SPi Global provides operational excellence, superior customer service, and exceptional value.

SPi Global offers high-value services to diversified markets such as publishing, healthcare, financial services, entertainment and media, government and utilities, retail, and telecommunications. Its core capabilities include content editorial and production, content conversion, coding, database structuring and support, customer service (voice and non-voice), transaction processing, medical transcription, billing and revenue cycle management, and coding and billing compliance.

History

Founded in 1980 in Manila, Philippines, SPi Global started out as SPi Technologies, offering content outsourcing services to Fortune 500 companies.

In July of 2006, ePLDT, a wholly-owned subsidiary of the Philippine Long Distance Telephone Company (PLDT) acquired 100% of SPi Technologies' shares. PLDT is the largest telecommunications company in the Philippines.

In June 2010, PLDT created the legal entity, SPi Global Holdings, Inc. Under the company are two operating entities – SPi Technologies, Inc and ePLDT Ventus Inc. These two companies have been integrated and are now positioned as a single organization. Today, SPi Global is the largest Filipino-owned BPO company offering a robust platform of knowledge process outsourcing and customer relationship management solutions.

Corporate headquarters	Philippines
Nationwide locations	Parañaque, Manila, Makati, Mandaluyong, Pasig, Quezon City, Laguna, Dumaguete, Iloilo, Cebu
Worldwide locations	US, Europe, Australia, India, Vietnam



Awards & Recognition

- BPO Company of the Year – 2011 International ICT Awards
- Top BPO Vendor by Service Provided: Document Management, Customer Relationship Management, and Transaction Processing Services – 2011 Global Outsourcing 100
- Top BPO Vendor by Industry Focus: Entertainment & Media, Financial Services (Insurance), and Healthcare – 2011 Global Outsourcing 100
- Top BPO Vendor by Region Served: UK – 2011 Global Outsourcing 100
- Ranked No. 1 in Publishing Outsourcing – Black Book of Outsourcing 2009 Survey
- Top Global Mid-Tier BPO Vendor, 2011 Global Services 100 Survey
- Top Mid-Tier Industry-Specific BPO Vendor, 2011 Global Services 100 Survey
- Top Employer of the Year (CRM), NCR Cluster, Social Security System
- Vendor of Choice – Philippines, Emerging Market Supplier Report, Everest

Main Officers of the Company

President & Chief Executive Officer, SPi Global	Maulik Parekh
Chief People Officer	Isabel Bales
Chief Information Officer	Patrick Santos
Chief Finance Officer	David Bizzaro
Vice President, Marketing and Corporate Communications	Celeste Ilagan
President, Healthcare	John O'Donnell
Senior Vice President, Operations, CRM	Timothy Hardin
Senior Vice President, Operations, Content Solutions	Ratnadeep Datta
Senior Vice President, Global Sales, CRM	Thomas Moroney
Senior Vice President, Global Sales, Content Solutions	Gregory Sullivan