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# Company Facts



- Premier outsourcing company in Guyana
- PCI Certified
- Only native English-speaking country in South or Central America
- Scalable workforce and facilities
- Highly educated and culturally close to the US
- Strategic near-shore location (eastern time zone)
- Corporate offices in Florida
- Executive team with over 130 years of (combined) call center and BPO experience



“**Clear Connect** provides unique solutions to meet our customer's most challenging business needs. Our near shore solutions deliver exceptional quality at unmatched values, resulting in superior quality and prudent economics.”

Tim McGrath, VP Customer Service

# What we do

- Customer Management
  - Account Management
  - Problem Resolution
  - Customer Retention
  - Up sells, Cross Sells, New Orders
- Transaction Processing
  - Inbound – Catalog, DRTV, Print
  - Outbound – Sales, After sales, Qualify Leads
- Back Office
  - Email Management
  - Online Chat

# Contact Center

- Strategic Location – Georgetown, Guyana
- Highly-educated, natively English-speaking workforce
- Western cultural heritage with close ties to the US
- Close proximity to the US, (2½-hour flight from Miami, 5 hours from New York)
- Cost structure that provides our clients with unmatched value



**Versant:** As the leading tests of spoken and written language, Versant is being leveraged by leading corporations, government agencies, and academic institutions to provide a more fair, consistent, and efficient option for evaluating language and literacy skills. Versant is also a recognized leader in the call center and BPO industry.

Clear Connect Results	10% of Agents tested	Score Distribution	10% of Agents tested
• Average Score	• 77	• 80	• 21%
• High Score	• 80	• 75 to 79	• 50%
• Median Score	• 77	• 70 to 74	• 29%
• Low Score	• 70	• Below 70	• 0

**Emerge BPO believes that delivering true strategic value requires the following elements, which are minimum levels of expectation from our clients and ourselves. We focus on guaranteeing these fundamentals:**

<b>People</b>	<b>Quality</b>	<b>Technology</b>	<b>Security</b>
<ul style="list-style-type: none"><li>• Strategic Hiring</li><li>• Continuous Training</li><li>• Career path</li><li>• Skills Assessments</li></ul>	<ul style="list-style-type: none"><li>• Regular Monitoring</li><li>• Regular coaching</li><li>• Clear sight of excellence</li></ul>	<ul style="list-style-type: none"><li>• Fully Blended</li><li>• Redundancy</li><li>• Centralized data</li><li>• Web based environment</li></ul>	<ul style="list-style-type: none"><li>• Secure access to center</li><li>• Agent logins</li><li>• Secure data - offsite</li></ul>



# Compelling Proposition



## Emerge BPO– Strategic Value

Strategic Location	Risk Mitigation	Strategic Proposition
<ul style="list-style-type: none"><li>• Time zone/geographic proximity</li><li>• More efficient communication</li><li>• Greater control and flexibility</li><li>• Closer cultural affinity</li><li>• Qualifications, degrees and certifications of identical standards</li><li>• Domain expertise – like Retail services, Telecom etc</li></ul>	<ul style="list-style-type: none"><li>• Lower geo-political risk</li><li>• Compatible legal structure, patent and IP laws</li><li>• Distributed infrastructure, US-based data center</li></ul>	<ul style="list-style-type: none"><li>• World class services built around similar processes and methodologies</li><li>• Opportunity to build asset value over long term</li><li>• Reduce time to market and accelerate product/service rollout</li><li>• Handle premium customer service at lower cost</li><li>• Diversification of global sourcing portfolio</li></ul>

# Key Infrastructure

## Voice/Data POPs housed in the NAP of the Americas located in Miami, FL

Size & Scope	Prestige	Structural Integrity
<p>Largest in the world 750,000 Sq, Ft Data Center Redundant power vaults Uninterrupted power Multiple diverse fiber entrances</p>	<p>Connectivity from more than 160 carriers Maintains some of the largest most demanding websites</p>	<p>7 in. steel-reinforced concrete interior panels Outside of FEMA flood zone Designed to withstand Category 5 hurricane Dry pipe fire suppression system</p>

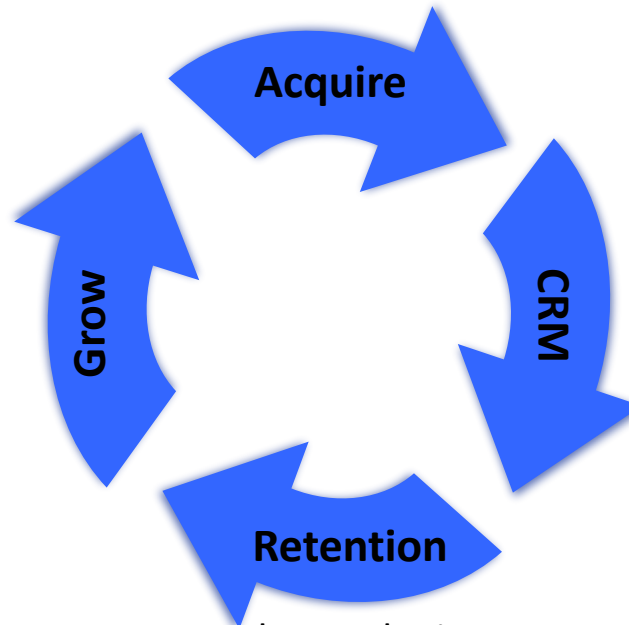


- Vertical markets include:
  - Retail
  - Telecom
  - Travel & Hospitality
  - Utilities
  - Communication & Media
  - Healthcare
  - Specialized Industry Programs

# Vertical Solutions

**Emerge BPO offers solutions through out the continuum of the customer experience.**

- New Product Launches
- Sales and Promotions
- Business Partner Support
- Loyalty Marketing
- Affinity Programs
- Up-Sell and Cross-Sell
- Survey



- Order Management Systems
- Lead Generation
- Information Services

- Cross Sell – Up Sell
- Marketing Campaign Support
- New Customer Orientation
- Market Research / Survey
- Affinity Programs

- Loyalty Marketing
- Customer Satisfaction Assurance
- Collections/ Billing Services
- Customer Save Group
- Win Back

***Blended Inbound and Outbound Multimedia Contact Centers***

# Emerge BPO – Ideal Partnership

Emerge BPO – Strategic Value			
Location	Management	Scalability	Economics
<ul style="list-style-type: none"> <li>• Naturalized English</li> <li>• Near Shore</li> <li>• Transparent customer experience</li> <li>• Diversification of global sourcing portfolio</li> </ul>	<ul style="list-style-type: none"> <li>• Engaged executives and management team</li> <li>• Expertise in managing client customers and initiatives</li> <li>• Strong front line support</li> <li>• Quality and efficiency focused</li> </ul>	<ul style="list-style-type: none"> <li>• Best in class lead times</li> <li>• Expand and contract</li> <li>• Seamless to our clients</li> <li>• Ability to grow with clients</li> </ul>	<ul style="list-style-type: none"> <li>• Lower price points than most BPO destinations</li> <li>• Diversified pricing structure</li> <li>• Sustainable savings yields</li> <li>• Best value for overall quality</li> </ul>

# Brands We Support

**TECH DEPOT.**  
by **Office DEPOT.**

**ativa™**  
empowering technology



**at&t**

**wayfair.com**

**G&T GRAND&TOY.**

**OfficeMax®**

**Office DEPOT.**  
*Taking Care of Business*



# Thank You