

Corporate Overview

Sitel is a global Business Process Outsourcing (BPO) leader. The company meets clients' customer care and transaction processing needs through 60,000 associates in 27 countries. Sitel provides world-class solutions from on-shore, nearshore and offshore locations across 140+ facilities throughout North America, South America, EMEA and Asia Pacific.

What We Do

Sitel provides fully integrated customer care and back office processing services that focus on delivering a return on customer investment to our clients by reducing service costs, improving customer retention and increasing revenue per customer.

Sitel's ability to serve customers and track customer information across multiple channels enables us to consistently provide positive, intelligent service on behalf of our clients.

- **Customer Care**
Repeat purchases, up-sell/cross-sell, billing information, issue resolution, account change, reservations, loyalty clubs, investor inquiries and warranty calls
- **Customer Acquisition**
Inbound sales, outbound sales, order taking, lead generation, DRTV/bureau, product information, subscription renewals and database management
- **Technical Support**
Troubleshooting, hardware/software support, Internet support, PC/server support, corporate helpdesk, warranty and post warranty
- **Risk Management**
Pre charge-off, post charge-off, early fraud, credit activation, property recovery, skip tracing, disaster prevention and recovery
- **Back-Office Processing**
Order and payment processing, eCommerce, catalog, continuity services and rebate processing activities
- **Collections & Receivables**
Pre charge-off, post charge-off, early fraud, credit activation, property recovery, skip tracing, disaster prevention and recovery

The company's award-winning services provide clients with the strategic insight, scale and diversity of offerings to ensure the best return on their customer investment. For more information, please visit www.Sitel.com.



Facts at a Glance

Associates 60,000

Facilities 140+

Languages 36

Facilities in 27 Countries:

- Australia
- Belgium
- Brazil
- Bulgaria
- Canada
- Chile
- China
- Colombia
- Denmark
- France
- Germany
- India
- Ireland
- Italy
- Mexico
- Morocco
- Netherlands
- New Zealand
- Nicaragua
- Panama
- Philippines
- Poland
- Portugal
- Singapore
- Spain
- United Kingdom
- United States