

Sitel Solution. Sitel Sourcing.

Global Delivery Network

Sitel Sourcing.

Sitel Sourcing reflects our flexibility to identify, hire, train and manage the most appropriate talent and skills from across the globe to best service our clients' needs.



Experience shared.

Version 1.0

Sitel Sourcing Overview

Sitel Sourcing is a global model offering a variety of location and automation solutions to provide the best and most cost effective customer experience. Sitel's award winning solutions combine global delivery capabilities, proven business process methodology, and deep industry expertise to transform our client's customer experience. The Sitel benefit is competitive advantage through improved quality of services and greater control over core business operations.

While a diverse portfolio of sourcing location and automation options are critical to the Sitel value proposition, customer engagement is the most foundational element of Sitel's core competency. To manage and improve customer experiences, Sitel will add value to traditional customer service by leveraging our full range of service capabilities. Sitel is rising to the innovation challenge with a host of Sitel Omnichannel Services, addressing the need for enabling systems with Sitel Cloud Services, converting data to management information with Sitel Insight Services and transforming business operations with Advisory Services.

Sitel Locations and Industry Recognition

Sitel's solutions span 110+ domestic, nearshore, and offshore centers in 23 countries across North America, South America, Europe, Africa, and Asia Pacific. But this is not only about a leading worldwide footprint. Sitel is especially proud of its achievement of differentiation and excellence which has been recognized by clients and the industry.

Sitel was named as winner or finalist for "BPO Company of the Year" or "BPO Employer of the Year" for five years in a row.

One of our key offshoring locations, Sitel Philippines, was also elevated to a Hall of Fame company as an Outstanding Employer by the Philippines Economic Zoning Authorities (PEZA). This prestigious status is given once an organization has won three industry awards spanning Company of the Year, Employer of the Year, and Health and Family Services.



“Sitel offers its customers a level of choice, performance and measurement with its solutions that simply aren't available from competing outsourcers in the market today.”

- Frost & Sullivan Principal Analyst
Michael DeSalles

Sitel Sourcing at a Glance



Offshore Locations

- Offshoring has become a critical strategy to stay competitive and meet shareholder expectations by reducing costs, improving quality of services and increasing control over core business operations.
- Philippines and India are important employment location options for large organizations with mature business practices to deliver low-cost and high performance with consistent results. Both markets offer access to highly educated English-speaking talent with a variety of skills to support customer experiences across most industries.



Nearshore Sites

- The nearshore option can deliver advantages when an organization's critical business drivers are real-time interaction within the same time zone and cultural and geographic proximity.
- Locations like Morocco, Lisbon, Barcelona or Belgrade, as such Mexico, Colombia, Nicaragua and Panama allow European and US companies benefit from Sitel's global processes, deep range of technology resources with lower cost of service delivery and mitigated geographic business barriers.



Work@Home Solutions

- Sitel's Work@Home Solutions™ is a virtual employee-based model, built upon Sitel's 30 years of outsourced customer care experience and proven industry research with an extended recruiting footprint.
- Sitel's Work@Home Solutions™ is truly changing the industry, creating a more flexible and powerful way to provide superior customer service.



Domestic Facilities

- To most successful companies, outsourcing is not only about offshoring to one low-cost location. It's about blending onsite, home based, offshore and nearshore capabilities, supported by a proven global operations model.