

# Welcome

The challenge for most organizations is that the design and management of customer experience is not their core expertise. At Sitel, it's what we love most and do best.



Experience shared.

## Who we are

We are Sitel. We are one of the world's leading outsourcing providers of customer experience management. Experience is everything at Sitel. It's what sets us apart from the rest. Whether we're dealing with a simple account query or creating an entire customer management strategy, we collaborate with our clients, we share our expertise, we build trust, and create strong customer relationships; adding value through our key brand attributes: knowledge sharing, a people first culture, global strength combined with local flexibility, and operational excellence.



To learn more about the trends reshaping the future of customer service, visit the Sitel blog at [sitel.com](https://www.sitel.com)

The challenge for most organizations is that the design and management of customer experience is not their core expertise. At Sitel, it's what we love most and do best. And it's not just about cost cutting and process efficiency. **As customer relations experts**, we are also better positioned to help you improve the whole experience of your customer with your brand, using the most appropriate channels and communication methods.

## Our business and services

With almost three decades of industry experience, we are the leading global business process outsourcing provider of customer care and complementary back-office processes. Sitel's clients, many of the largest and well-known brands in the world across all major verticals, have selected and continue to partner with Sitel for one reason: **Sitel delivers the results they want and expect.**



To learn more about Sitel's Service Portfolio, please visit our solutions webpage at [sitel.com/solutions](https://www.sitel.com/solutions)

### Sitel Advisory Services

Sitel's Advisory Services leverages Sitel's expertise and thought leadership, as well as that of our ecosystem of leading global integrators and applications providers to improve customer experiences.

### Sitel Insight Services

Sitel's Insight Services provide business intelligence and proactive decision support to facilitate the formation of business insights and real-time decision making experiences.

### Sitel Cloud Services

Sitel's Cloud Services provide a hosted environment that enables our clients to migrate from their legacy systems to a cost-effective on demand service.

### Sitel Omnichannel Services

Sitel's Omnichannel Services provide a robust unified communication platform that enables any time, any channel interactions while maintaining a single brand experience.

### Sitel Engagement Services

Sitel's Engagement Services balances innovation with operational optimization.

### Sitel Work@Home Solutions™

Sitel Work@Home Solutions™ is a virtual employee-based model that complements the traditional brick-and-mortar contact center model, preparing you for peak season, low season, and everywhere in between. A scalable, flexible, and highly secure customer service model that accommodates the changing work environment.

Experience shared.

[sitel.com](https://www.sitel.com)

## Our people first

Sitel’s 75,100 employees provide clients with predictable and measurable Return on their Customer Investment by building customer loyalty, increasing sales and improving efficiency.

But more importantly, **Sitel associates become an extension of our clients’ brands** by understanding their objectives, embracing their culture and taking ownership of their customers.

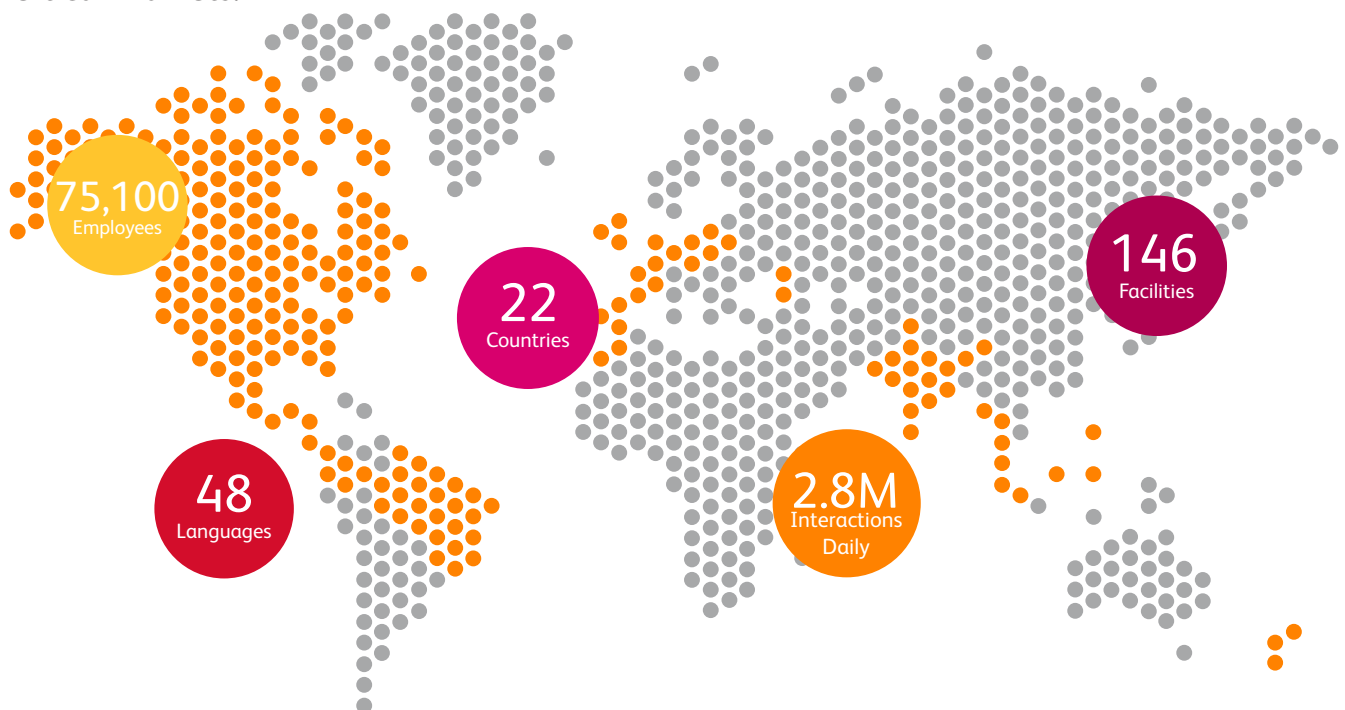
## Infrastructure and footprint

Sitel’s solutions span 146 domestic, nearshore, and offshore centers in 22 countries across North America, South America, Europe, Africa, and Asia Pacific.

We have developed industry-specific competencies that allow us to respond to unique demands and requirements in specific vertical markets.



- Brazil
- Bulgaria
- Canada
- Colombia
- Denmark
- France
- Germany
- Ivory Coast
- India
- Mexico
- Morocco
- Netherlands
- New Zealand
- Nicaragua
- Panama
- Philippines
- Poland
- Portugal
- Serbia
- Spain
- United Kingdom
- United States



## Why Sitel

Great customer experience starts with great people that are well trained and equipped to add value to and address the needs of the customers. Keeping the promise of better experiences is how Sitel is helping the largest brands in the world retain and grow their customer base.

As a leading global outsourcing service provider, Sitel combines knowledge sharing, a 'people first' culture and unparalleled excellence at both the global and local level. Whether you partner with us or work for us, you will discover what it takes to deliver outstanding customer experiences.

To continue the conversation and to learn more about our services, **talk to one of our experts today** or visit **sitel.com**.

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May 2016  
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