

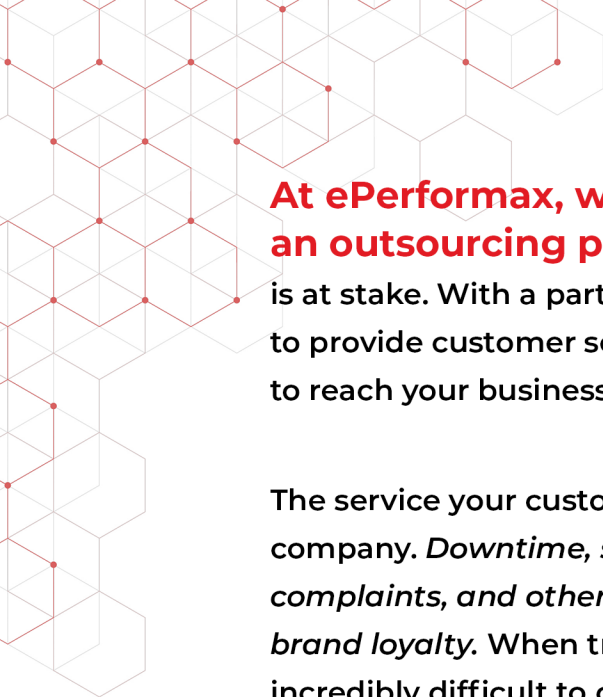
WORLD-CLASS
CUSTOMER SERVICE
SHOULD BE
EFFORTLESS.



ePerformax is a Certified Diverse Supplier delivering
Omnichannel Support for your customers so you
can effortlessly provide world-class customer service.

ePERFORMAX 
CONTACT CENTERS & BPO
A Performance Consulting Group Company

Talk with our team today
(888) 384-7004

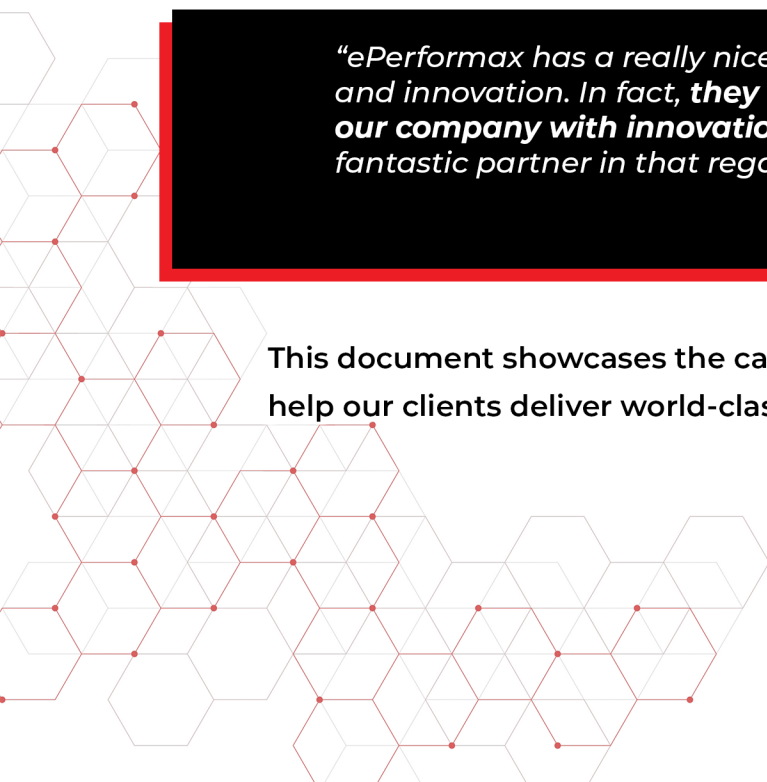


At ePerformax, we know how important it is to have an outsourcing partner you can trust. Your brand reputation is at stake. With a partner like ePerformax, we make it effortless for you to provide customer service and get the support and insights you need to reach your business goals.

The service your customers receive is vital to the success of your company. *Downtime, system issues, missed calls, customer complaints, and other interruptions can have a lasting impact on brand loyalty.* When trust is broken with your customers, it can be incredibly difficult to come back from and will ultimately be felt in your bottom line. In today's social media driven world, a few dissatisfied customers can have a massive impact on your reputation.

ePerformax believes that your customers are too important for mediocre support. They deserve world-class service and ePerformax makes it effortless for you to provide that.

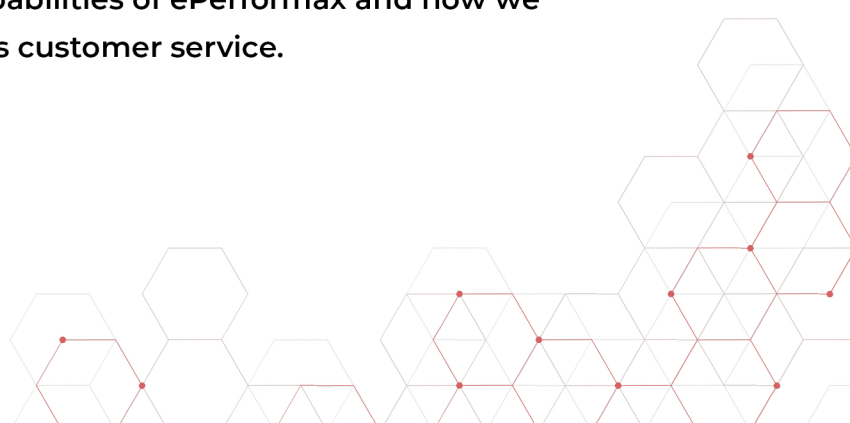
We have spent the last 25 years helping companies just like yours take care of their customers, while getting the personalized attention you deserve from our executive team and the insights needed to grow your business.



*"ePerformax has a really nice balance of professional rigor and innovation. In fact, **they are often leading the way inside our company with innovation**, and we see ePerformax as a fantastic partner in that regard."*

— EVP Customer Service, Fortune 500 Client

This document showcases the capabilities of ePerformax and how we help our clients deliver world-class customer service.



3 Pillars for an effortless customer experience

1. Talent Acquisition

ePerformax has invested in building its own recruiting and training centers to develop our own “cream of the crop” talent. The purpose of the training is to improve their mastery of Global Business English fluency while learning about US culture, geography and lifestyles including behaviors and preferences within specific industries, so we’re able to meet our clients’ staffing forecasts, every time, on time.

2. Business Analytics

Never have business analytics been more critical than during this accelerated period of contact center transformation. We have a dedicated business analytics team for every program, which we call the Performance Maximization Team. We analyze everything from the business and channel flow to the contact drivers, the customer experience and agent behaviors, and everything in between. What we measure and how we measure it has significantly evolved ways of improving the customer experience.

3. Performance Management

Our performance management approach is focused on accelerating performance early in the agents’ training and quickly separating those that are not able to meet the Key Performance Metrics in the appropriate timeframe. Every agent is required to demonstrate he or she can meet the program KPMs during training certification. Because we certify all agents during both Client Product Specific Training and throughout their transition from the classroom to production, we know every agent can meet the KPMs once they enter production.

Facts about ePerformax

- Founded in 2002
- Partners include Performance Consulting Group (US) and Transnational Diversified Group (Philippines)
- Headquartered in Nashville, TN
- 3 Locations in the Philippines
- Certified Diverse Supplier
- 6,500+ team members
- Avg. Client Relationship - 10 years
- We can handle companies that require as few as 25 or more than 500 agents – no problem!
- Extensive vertical expertise, including: financial services, online lending, wireless and telecom, digital payment systems, travel, healthcare, e-commerce, and retail.

Woman-Owned Business with Diverse Supplier Status Benefits Clients

One note of importance is our Women’s Business Enterprise (WBE) certification. Through the ownership of Performance Consulting Group, Inc., ePerformax enjoys the distinction of being a woman-owned company giving it diverse supplier status, a positive association for many global companies.



WHAT OUR CLIENTS ARE SAYING ABOUT THE SUPPORT FROM **ePERFORMAX**



We have been partnering with ePerformax for over 15 years. They have a unique recruiting and training strategy and have been successful in finding quality people in both our Manila and Roxas City sites to support our customers. I would say that ePerformax has been a reliable go-to partner over the years because they invest in people and create an awesome work and team culture.



*ePerformax has shown expertise beyond just customer support. They have shared numerous business insights and recommended strategies that have significantly impacted our operations and increased customer satisfaction. **ePerformax supports our business needs with great teamwork, meets targets amidst challenges, and provides impactful business insights and creative ideas, which ultimately shows our customers are their highest priority.***

Customer Letter to
CEO of Global
E-Commerce Client

*So often, CEOs only hear the bad feedback, so I wanted to share with you how after several months of trying to resolve issues I had been having with my account after moving from India to Australia, **an ePerformax agent solved my problems.** He listened carefully, showed great empathy, was thorough in his approach and tenacious about getting to the root cause. **This ePerformax agent not only resolved my problem but also restored my faith in customer service.***

Our Mission is to **PERFORM** for our clients

Simply stated, our culture and mission is: To **PERFORM** with **Passion, Empowerment, Flexibility, Optimism, a Results-orientation,** and the **Motivation** to provide best-in-class customer service!

Our mission statement outlines our expectations and guides our organization's behavior every day. When we made the decision to establish offshore contact centers in the Philippines, we did so with the single-minded focus of **becoming the best, not the biggest, contact center in the Philippines for clients** who could benefit from world-class offshore customer service support.

Today we are proud to say we have maintained our focus of being the best, and we have been able to consistently outperform our competitors, including the very largest global contact centers. Many of our clients use multiple centers throughout the world, and our competitive spirit drives our teams to be the best globally, not just among our Philippine competitors. **Our PERFORM Culture has enabled ePerformax to continuously adapt and change as we learn and transform our business to meet the needs of our clients.**

How ePerformax makes providing world-class customer service effortless for our clients

Phase 1

Client Discovery and Mutual Onboarding

ePerformax sends an experienced Implementation Team to your facility to meet with your teams.

During this time, we gather additional detail about the scope of your program, and learn about your business, your industry, your culture, and how your company operates. We also meet with your IT team to discuss integrating our systems together for a seamless experience.

Phase 2

Recruiting, Selection and Training

Starting with the management team, ePerformax finds the right people to handle the complexities of managing the team serving your customers, trains them on your business, products, and services, then fine-tunes the process to make it a seamless switch.

With a steady roster of 200-500 trainees, depending on seasonality and client needs, ePerformax ensures we have the very best agents ready to join your program.

Phase 3

Program Performance Optimization & Maximization

During the first 90 days, ePerformax performs detailed assessments to find ways to enhance the program, bringing our agents up to the level of success you demand.

As we begin to meet your goals, our focus then shifts to determine what level of success can be achieved and how the program can scale, giving you the ability to serve more customers effortlessly.

ePerformax Network Connectivity

Our approach to technology goes well beyond the core capabilities that are required "tickets to play."

As a PCI-Certified outsourcer, we view our role as your "technology partner" and will work with you to customize, create and adapt "partnered" systems and solutions to meet all technology and security requirements in order to have a complete and seamless integration.

IF YOU AREN'T UTILIZING THE PHILIPPINES YOU ARE MISSING OUT.

Ranked
#1

Country for Customer
Service Providers

up to
50%
Savings

Cost savings when
compared with US
operating costs

as little as
60
Days

To build out a dedicated
team specifically for
your company

What makes the Philippines so unique? Why has it garnered the attention of other major enterprises from around the world?

1. The people of the Philippines have strong English-language skills.

Communicating with your customers in English is vital to helping solve their needs. But it's not enough to just speak the language. Customer service agents need to be able to clearly and effectively communicate with your customers. This is even more important when dealing with high-stress scenarios, problem solving, or when dealing with complex interactions or frustrated customers. The people of the Philippines are taught English at an early age, and ePerformax is focused on amplifying that skill through continued global English communications and critical thinking skills training. Simply put, Filipinos are great at communicating with your customers!

2. A focus on servicing end-users across major English language demand markets.

Hospitality is a cornerstone of the culture in the Philippines. With a major shift in technology and economic growth over the last 10 years, the BPO industry has become the number 1 industry of the Philippines, leading to a surge of job availability for the people of the Philippines. Call Center Representative careers are now seen as a great way to provide for family, with salaries in the top 10 best paying jobs in the Philippines.

3. Compelling price points.

By utilizing the people of the Philippines, the BPO industry and companies like ePerformax, can provide incredible customer and business support, at a cost that is beneficial to its clients. Keeping the price of outsourcing favorable to you allows you to scale your support coverage without having to manage a growing department in house.

Your customers are too important to receive mediocre service.

They deserve world-class service and ePerformax wants to make it effortless for you to provide that. Talk with the team at ePerformax today to partner with an outsourcing provider that puts your business needs first and keeps you in control of your business.

We invite you to visit our company to talk directly to our employees, because they represent the type of team you can expect ePerformax to build for your business.

As you would expect, it is difficult to share the true spirit of our PERFORM culture in a written document. We hope we will pique your interest in furthering discussions. The true measure of success for any partner is the share of business they are awarded based on performance. We are proud to say we maintain the largest share of each of our clients' total volume and regularly outperform other global vendors and often our clients' in-house teams.

Contact Us Today

Rob Mullin
rmullin@eperformax.com
+1 (402) 498-5622

Wax Frias-Louden
rfriaslouden@eperformax.com
+1 (404) 771-7493