



IO Solutions
Contact Center Inc.

EXECUTIVE SUMMARY



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3500+ 
Employees

ABOUT US

A learning organization

Founded in 2007, we are a Canadian leader in customer experience outsourcing.

As a leading Canadian Business Process Outsourcer (BPO) solutions provider, we have a proven track record of delivering end-to-end B2B and B2C contact solutions for many of the largest Canadian corporations in the Telecommunications, Retail, Utilities and Financials Services sectors.



People

Our dedicated management team helps our partners improve their process with feedback, recommendations, an unparalleled flexibility and quick turnaround.



Leadership

Our team boasts more than 30 years of experience in this industry, from working as representatives to building teams and opening call centers in North America and across the world.

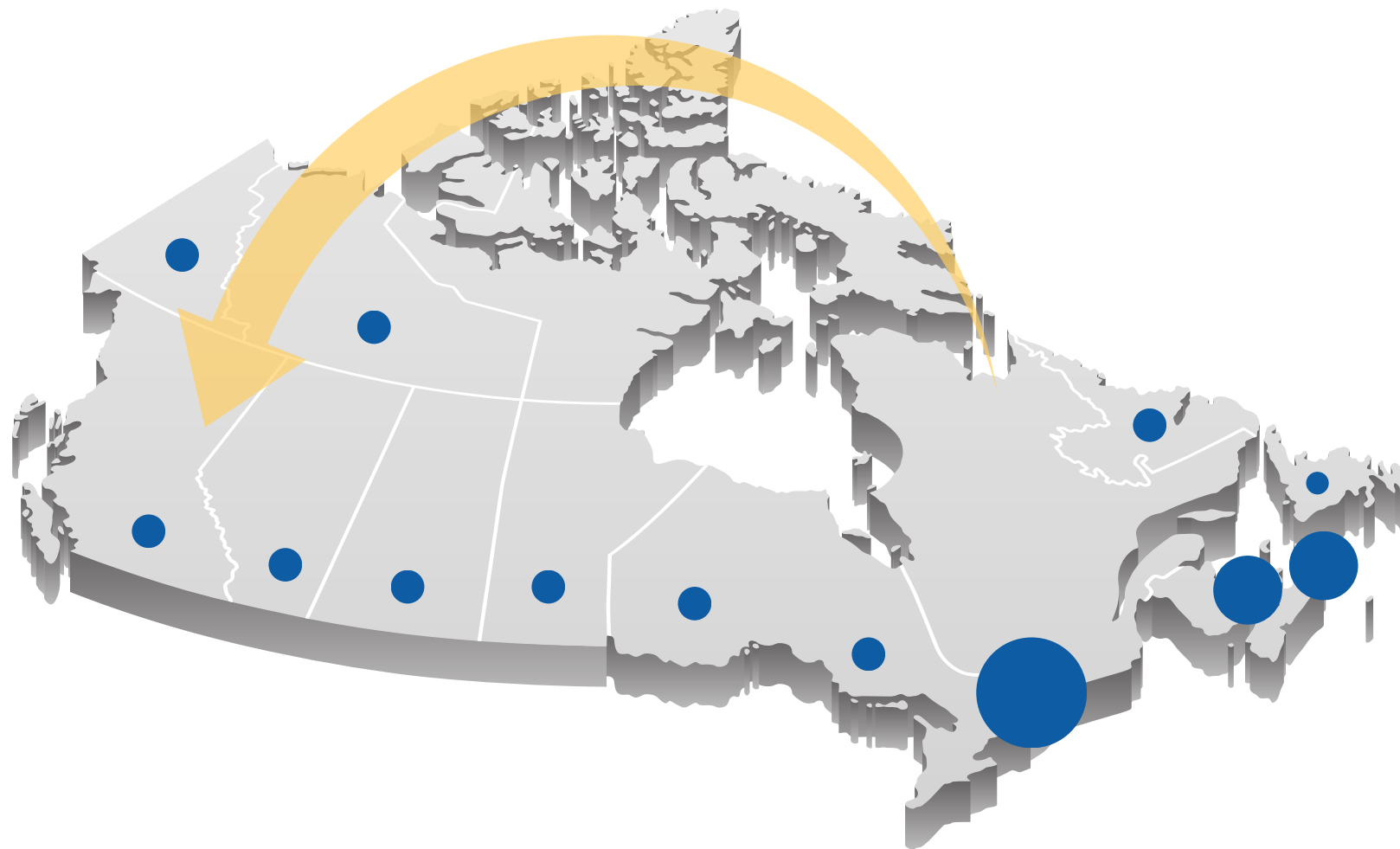


Operations

Our strong team is constantly empowered with the latest techniques and knowledge in the industry, and we pride ourselves on our solid work ethics.

OUR LOCATIONS

Experiencing year-over-year growth, we have expanded into new, state-of-the-art contact center facilities and adopted a work-from-home model to both accommodate this growth and attract the most talented individuals proficient in French, English, and Mandarin.



QUEBEC

- Montreal
 - Ahuntsic
 - Côte-Des-Neiges

NEW BRUNSWICK

- Fredericton

PRINCE EDWARD ISLAND

- Alberton
- Charlottetown
 - Belvedere Avenue
 - Watts Avenue
- Summerside

MOROCCO

- Casablanca

FOLLOW-THE-SUN



National



Work from home

TECHNOLOGY

Our technology is customizable, secure, designed for stability, and scalable to meet the specific needs of our clients. It can seamlessly function as an extension of a company's existing capabilities or operate independently as a stand-alone service delivery channel.

Compliance

- Privacy
- Confidentiality
- PCI DSS

Infrastructure

- Cloud based
- On premise
- Firewall IDS/IPS



Contact Center Interaction Solutions

- IVR
- Call Switch
- Workforce Management
- Multi-channel solutions
- AI Integration



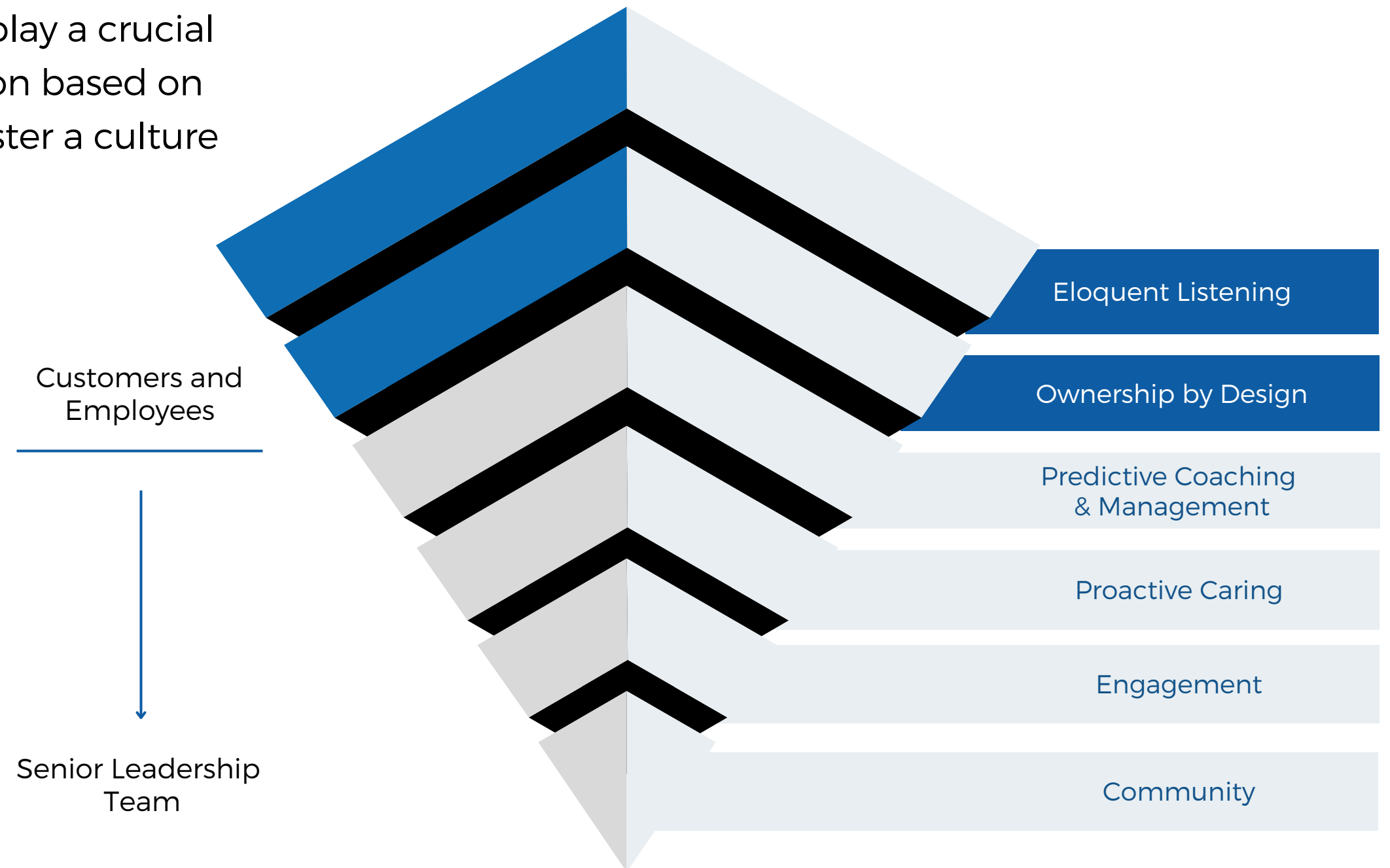
SERVICING BY DESIGN

To achieve excellence in results

OUR CORE VALUES

As a learning organization, our employees play a crucial role in our success. We cultivate a foundation based on our core values and supporting pillars to foster a culture of growth and excellence.

Our dedicated management team assists our partners in enhancing their processes through valuable feedback, strategic recommendations, unparalleled flexibility, and prompt turnaround times.



SERVICING BY DESIGN APPROACH

By harnessing the collective experience of our talented team and utilizing data from customer interactions, we not only achieve flexibility in execution but also anticipate outcomes and results. This dual capability allows us to deliver unparalleled flexibility in our operational approach.

Every step in our processes and procedures is meticulously optimized to consistently achieve excellence, designed to deliver outstanding results both predictively and proactively.

Proactive Planning

- Analytics, planning, account management

Predictive Execution

- Insights, codification, knowledge management

Results by design

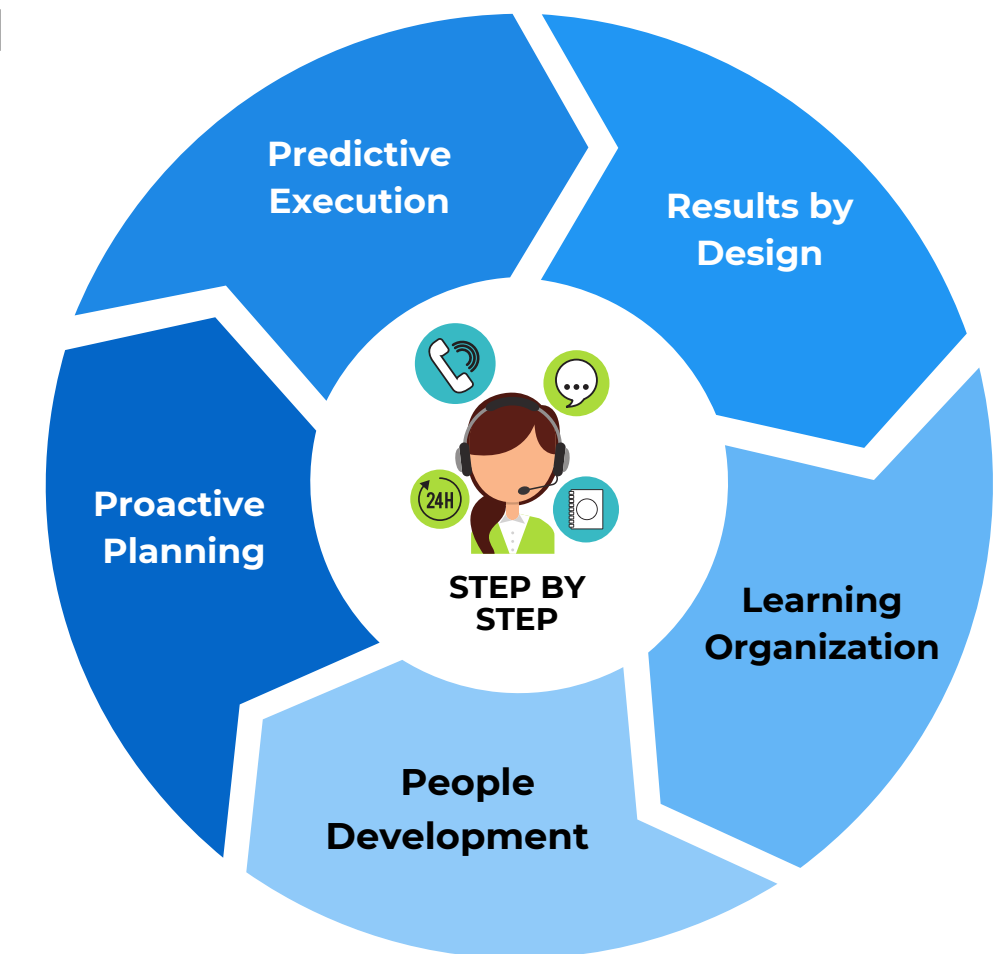
- Operations, scorecard, performance, technology

Learning organization

- Audits, incubator, best practice, feedback, knowledge management

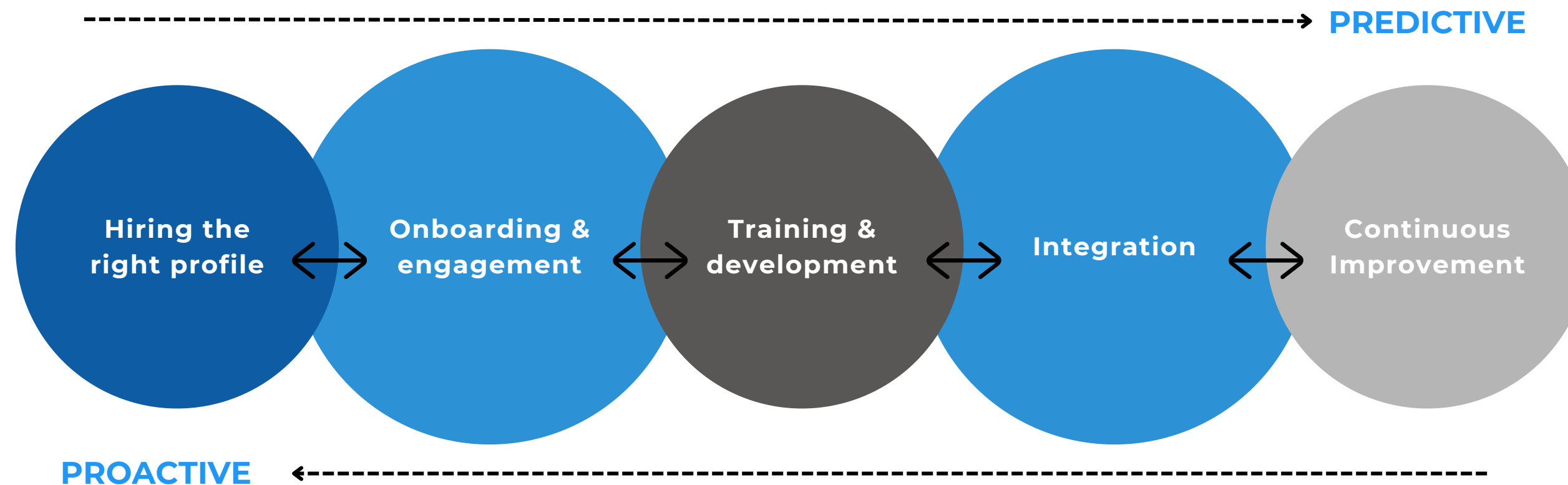
People development

- Tailored profiles, onboarding, engagement, continuous improvement



PEOPLE DEVELOPMENT APPROACH

Our employees play a critical role in our ongoing success. Central to our people development goals is fostering a culture of learning engagement and continuous improvement.



Many of our contact center managers, coaches, trainers, team leaders, as well as our IT, finance and human resources staff began their careers at IO Solutions as telephone representatives. Approximately 95% of our current managers started out in this fundamental role, underscoring the effectiveness of our internal growth and development programs. This underlines not only the importance of our employees, but also the success of our approach to nurturing talent from within the company.



INDUSTRIES & SERVICES

INDUSTRIES WE SERVE



Telecommunications



Banking



Utilities



Media



Financial services



Retail

SERVICES WE OFFER

- Customer Care
- Customer Retention
- Customer Loyalty & Engagement
- Chat & Bot
- Technical Support
- E-Solutions (e-mail)
- Back Office Team
- Custom solutions
- Revenue Generation
- Point of sale support
- Telesales
- Accounts Receivables
- Multi-channels & Self-service
- Tailored Business Intelligence
- Workforce Management Solution
- Community Engagement



WHY IO SOLUTIONS?

PEACE OF MIND

A service-by-design organization

- 1 What our partners value most is our ability to provide a **turnkey contact center solution** that is not only efficient, customizable, and compliant but also flexible and ensures a robust work experience.
- 2 Our **dedicated team** is committed to embracing organizational changes and is adept at promptly adapting to them.
- 3 We are inherently proactive in **providing feedback** and, when situations arise, offering solutions with adapted rollout plans to ensure operational excellence.
- 4 As a learning organization, our **continuous improvement** process empowers us to offer innovative solutions, contributing to operational excellence.

DISCUSSIONS AND NEXT STEPS

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