



## Sitel

Sitel is a global Business Process Outsourcing (BPO) leader. Formed by the merger of ClientLogic and Sitel in January 2007, the new company meets clients' customer care and transaction processing needs through 65,000 associates in 28 countries. The new company provides world-class solutions from on-shore, near shore and offshore locations across more than 145 facilities throughout North America, South America, EMEA and Asia Pacific. Sitel's award-winning services provide clients with the strategic insight, scale and diversity of offerings to ensure the best return on customer investment. The company is privately held and majority owned by Canadian diversified company, Onex Corporation.

Sitel strives to reduce service costs, increase revenue per customer and improve customer retention to maximize Return on Customer Investment; provide reliable, cost-efficient and flexible customer management utilizing Right-Shore strategy; provide greater flexibility and choice through expanded capacity, geographic footprint and communications network; and afford customers the ability to expand and/or centralize customer care initiatives through additional complementary service offerings.

For more information, visit [www.sitel.com](http://www.sitel.com) or contact  
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### Offers

Sitel has expanded the overall business offerings from traditional contact center services to providing expanded client access to technology and intellectual capital developed to support client integration operations. Sitel's clients gain access to established state-of-the-art global private network and associated benefits including disaster recovery plans and processes, and certified network up-time. Sitel's contact center technology and processes are without prohibitive cost, while affording a single point of management of multiple technology vendors and platforms. Sitel's 24/7 support services, contact center technology implementation and management expertise, and unparalleled global footprint offer tailored global deployment capabilities.

### SystemOne

☞ Compliant with Avaya Contact Center Platform.

To meet this customer demand, Sitel has created SystemOne. SystemOne is Sitel's on-demand contact center platform powered by Avaya, the world's leading contact center technology provider. SystemOne packages Sitel's global implementation and operations expertise with Avaya's world-leading brand in contact center technology. SystemOne is provided to clients via an on-demand monthly billing model based on client use. SystemOne simplifies client contact center technology management by consolidating all technology and vendor services under a single point of contact – freeing clients to focus on business concerns, not technology support.

### Solution Category

▶ Hosted Solutions

### Primary Industries Served

▶ Finance  
▶ Healthcare  
▶ Insurance  
▶ Telecommunications  
▶ Utilities

### Member Presence

▶ APAC  
▶ CALA  
▶ EMEA  
▶ NA

### Avaya Contact

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