



SYKES Work at Home has been relied on for two decades by the world's largest brands. Our commitment to the overall customer experience drives growth and profitability for industry leaders across the globe.



#### Work at Home Pioneer

As one of the virtual pioneers, SYKES has 20 years in the virtual contact center industry and has continued to evolve as the contact center industry changes.

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#### Expanded Talent Pool

Our talent acquisition team is able to recruit without local geographic limitations, which promotes hiring for unique skills, backgrounds, educations, and brand affinity.

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#### Flexibility and Speed

Agent recruiting is conducted at a rate of 8 to 17 thousand interviews a month, cutting down the recruiting process by 1-2 weeks compared to Brick & Mortar.

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#### Performance Management Efficiencies

Our operational delivery platform is able to offer consistent support and increased collaboration, regardless of physical location resulting in 20% improvement in performance management.

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#### Continuity of Operations

Our flexible service team is distributed across 3 countries, 40 states and in 7,000+ home-based locations to ensure your customer support operations go uninterrupted.

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#### Secure Solutions

Built on a secured HIPAA and PCI certified platform, our operational delivery allows partners, agents and our support staff to communicate effectively and efficiently, regardless of geographic location.



One of the greatest advantages that partners receive when working with SYKES Work at Home is the scalability of our employee-based at home model. Our ability to adjust staffing levels to grow with our partners' needs without compromising agent quality is second to none.

### Why SYKES?

Cloud-based technology, the core of SYKES Work at Home solution, provides easy access, proven security, compliance, and scalability. Constantly monitored by our operations team, account management and seasoned IT professionals, business is conducted in the cloud every day. Our differentiated virtual service platform effectively engages consumers at every touch point in their customer life-cycle. We provide services through multiple communication channels encompassing phone, e-mail, web, chat, social media and digital self-service. SYKES home-based agents are trained, knowledgeable and dedicated professionals committed to maintaining your brand integrity and creating strong customer loyalty. Our employees truly are an invisible extension of the companies they serve.

31%

INCREASE IN COMPLIANCE

30%

REDUCTION IN TRAINING TIME

20%

INCREASE IN SPEED TO PROFICIENCY