

Center Source

Center Source is a leading global business process outsourcing (BPO) and advisory firm.

We have vast knowledge and experience in the outsourcing industry. Our boutique-style company is focused on the North American market and specializes in nearshore contact center solutions.

Explore

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Welcome Message

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Mike Biedronski

Co-Founder &
CEO



To succeed, you need to effectively communicate at every stage of the relationship with your customer base. Center Source is here to help you do just that.

01

Introduction – About our Company

... the addition of our new Barranquilla facility greatly enhances our ability to meet high demand for compliant bi-lingual near shore call center services. We believe Colombia is poised to become the premier near shore call center destination given its large bi-lingual population, proximity and integration with the US consumer markets, and strong support from the local government.

Introduction Center Source

August 25, 2018, Philadelphia, PA. Center Source is pleased to announce the opening of its newest center in Barranquilla, Colombia, District of Atlántico. Center Source SAS will offer the full range of customer life cycle management solutions companies demand. The new center will cater to companies with strong compliance needs such as PCI, HIPAA, ISO, and InfoSec.

With an overall capacity of approximately 500 workstations, the center will be one of the largest in the region. The company is on track to launch its first client program on August 31st with 40 stations. It anticipates reaching 100 stations by the end of Q4 2018.



What We Do

Our Award Winning nearshore contact centers offer solutions for every touch point in your customer life-cycle. We utilize cloud technology, crowd, and artificial intelligence (AI) to bring you truly stunning outsourcing services!

When you partner with our firm, you partner with the best! We measure our centers carefully, tweak execution precisely, and hire the best associates in the world. This allows us to easily exceed even the most demanding client expectations!



Center Source

Your loyal patrons deserve nothing but the best customer service. Our nearshore contact centers have perfected the art of keeping clients satisfied. Get in touch with us, and ask for the pricing for our services!

01. Full Suite of Customer Lifecycle Solutions
02. Culture of Performance Excellence
03. Old School Customer Service
04. Proximity to US Consumer Market
05. English, Spanish, Portuguese
06. North American Management Approach
07. Value
08. Technology

A photograph of two hikers on a mountain peak. One hiker is in the foreground, seen from behind, wearing a red backpack and grey shorts. Another hiker's legs are visible in the background. The sky is clear and blue.

To succeed, you need to effectively communicate at every stage of the relationship with your customer base. Center Source is here to help you do just that.

02

Company History & Culture

Company History

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Center Source was founded in 2013.

Our firm was formed by several BPO industry veterans who have backgrounds in global outsourcing, information technology (IT), and accounting. Our founders noticed the lack of high-quality nearshore contact centers. They sought to address this need by establishing a firm that can do highly complex North American outsourcing work.

Now, we have created successful outsourcing destinations where contact centers are needed most. We offer thought leadership and cutting-edge contact center services. Our goal is to set a new standard in outsourcing innovation and excellence.

Company Culture

To succeed, you need to effectively communicate at every stage of the relationship with your customer base. Center Source is here to help you do just that.

No matter the size of your business, you deserve to have access to the best and most progressive contact center.

At Center Source, we believe that outstanding customer service representatives aren't solely for the top 1% companies who have armies of sourcing staff. Our mission is to bring world-class contact center solutions to all businesses.

Innovation Strategies

We are a collection of high-energy, successful, inventive, highly progressive, tech-savvy contact center professionals.

Our goal is to disrupt the global contact center industry status quo by introducing innovative solutions and approaches. We can analyze and develop solutions to our clients' business process problems. Our focus is on developing actionable voice of the customer (VOC) strategies. We then execute the plan in a precise manner and make sure that everyone involved complies with the process.

Most clients are surprised at our level of sophistication despite our small size. Our team members have all been (or are currently) pillars in the contact center industry. This is why our institutional knowledge is substantially deep.

We have the culture of a big four accounting firm or consultancy.

Our business spends a lot of time understanding and analyzing the customer's operations. We aim to design a custom outsource solution that will solve their operational challenges while delivering a compelling value proposition.

Our Commitments

To Our Clients



We operate under a strong customer intimacy model.

Our team makes it a habit to seek, develop, and foster deep relationships with our clients. We do this by listening to them and by being flexible in our service and contract terms. When we communicate with clients, we start every conversation with "If you could change or fix anything within your company's operations, what would it be?" We offer solutions that have been carefully designed to meet the specific challenges that you have.

Unlike other large global contact center companies, we don't treat clients as just a number on a long production line.

We link clients directly with our top-notch nearshore contact centers and develop industry-leading outsourced contact center solutions for companies. Our firm will make sure that the center we match you up with suits your needs. We will use our substantial management talent, process discipline, and advanced technology to offer you a truly first-rate outsourced contact center experience.

A photograph of a man with a backpack walking away from the camera on a path through a grassy field towards a lake and mountains.

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03

Company Solutions

Company Solutions

Center Source is a leading global business process outsourcing (BPO) and advisory firm.

Customer Lifecycle Management



B2B Non-Voice Services



Healthcare Concierge Services

Nearshore Call Center Advisory Services

We have vast knowledge and experience in the outsourcing industry. Our boutique-style company is focused on the North American market and specializes in nearshore contact center solutions.

Customer Lifecycle Management



At Center Source, we can help your business succeed.

Businesses can only succeed when they can attract the attention of potential clients, turn them into paying customers, and then keep them loyal to their business.

Your customers are what we live for. From prospect to repeat customer, our full lifecycle management approach covers every aspect of your relationship with your customers. As deeply passionate stewards of your brand, we handle all aspects of your customer relationships with an unmatched level of care, precision, and professionalism.



Customer Lifecycle Management

What We Offer

We can take care of a wide range of healthcare concierge services. Count on us to handle outpatient appointment scheduling, patient wellness check-ins, as well as centralized script intake and order entry.

Our Guarantee

Our firm understands how important it is for patients to feel understood and respected. Even though our contact center associates won't be guiding them in person, we'll make sure to project a high degree of emotional intelligence and empathy. This way, they will feel comfortable and at ease before they visit your healthcare facility.

Healthcare Concierge Services



At Center Source, we can help your business succeed.

For healthcare concierge services, trust none other than Center Source. Outpatient Imaging, Dental, and Optometry organizations turn to us when they need help managing large patient populations. Our nearshore contact center representatives can assist patients virtually with scheduling routine, wellness, and scripted diagnostic appointments.

To learn more about our healthcare concierge services, contact us today!

Healthcare Concierge Services

What We Offer

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B2B Non-Voice Services



At Center Source, we can help your business succeed.

Frequent and effective communication with customers is vital to the success of a company. However, business owners should also strive to improve their relationships with other organizations. Center Source is here to facilitate the exchange of ideas between different companies. Through our business-to-business (B2B) non-voice services, we can ensure smooth and hassle-free transactions between commercial clients.

B2B Non-Voice Services

Our Service Bureau Work

When you do not have the scale or expertise to incorporate certain business services into your internal operations, you can outsource the job to us. Turn to us for fast and efficient service bureau work. We can work with cellular companies and Fortune 100/Fortune 500 corporations, as well as businesses that offer consumer goods and services.

Our Data Work

Batch Content Data Scrubbing and Aggregation

Content Extraction and Normalization

Large Batch Data Entry



Nearshore Call Center Advisory Services

At Center Source, we can help your business succeed.

Do you need guidance on creating or managing contact center operations? Reach out to Center Source. We offer strategic advisory services for North American and nearshore markets.

Nearshore Call Center Advisory Services

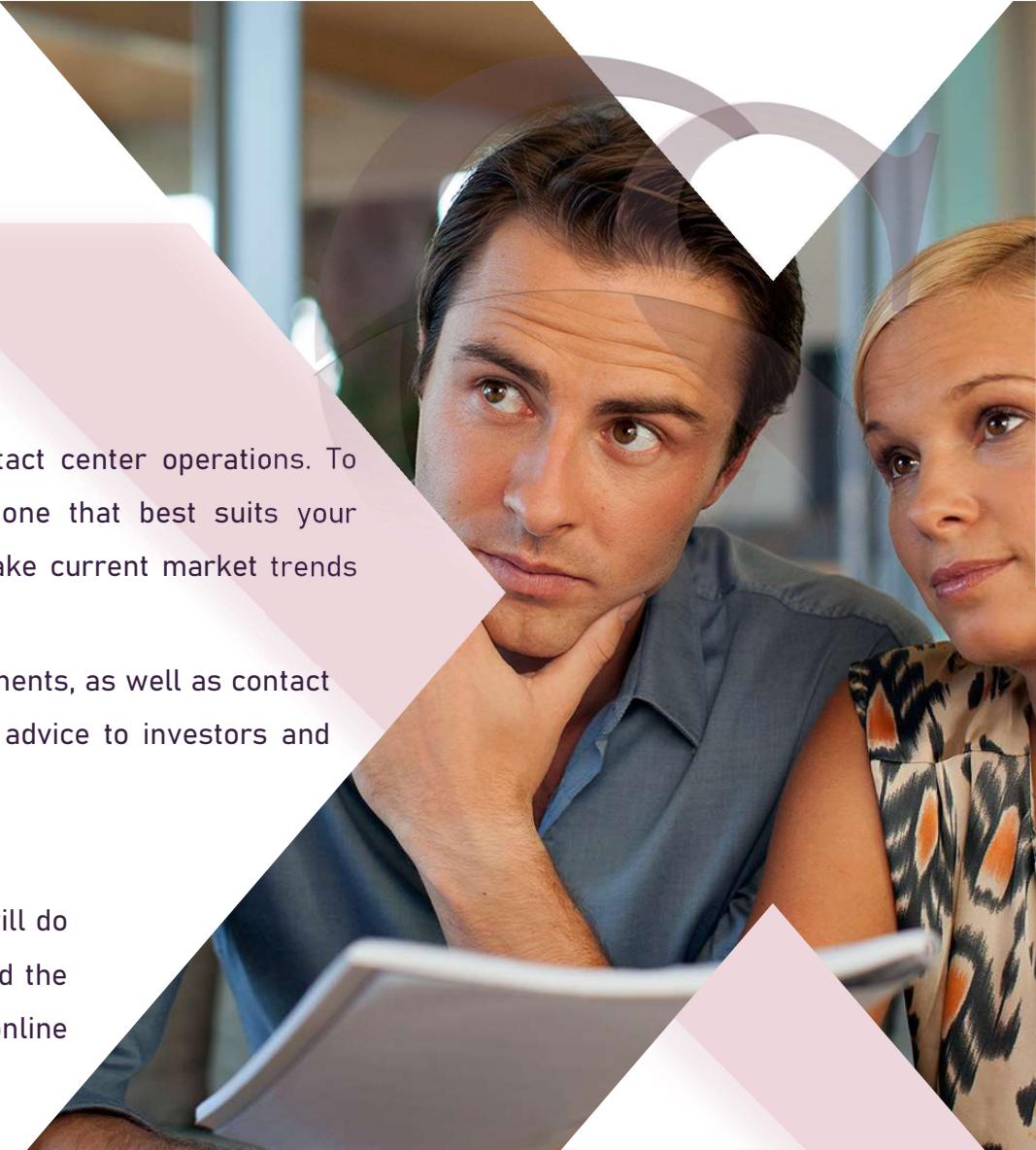
How We Can Help You

We assist clients as they choose the right location for their contact center operations. To determine which of our nearshore contact centers will be the one that best suits your company's needs, our firm will perform geographic analysis and take current market trends into consideration.

You can trust us with contact center diagnostic reviews and assessments, as well as contact center startup services. We can also provide strategic acquisition advice to investors and fund or portfolio managers.

Get More Information

If you wish to learn more about our advisory services, call us. We will do our best to address your questions and concerns. You may also find the information you're looking for by proactively seeking us out in online forums, events, and blogs.





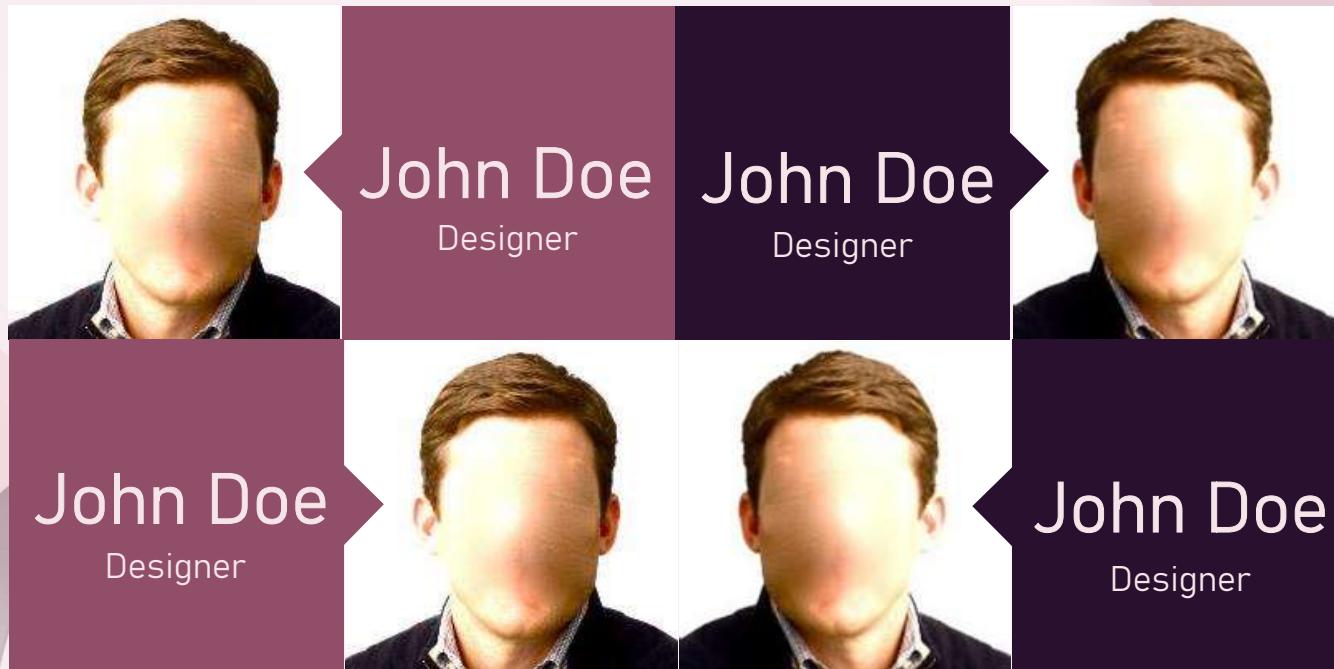
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04

Company Resources

Meet Our Team

Our Team Members are elected from the best of their field



Team Member

John Doe



John Doe
Designer

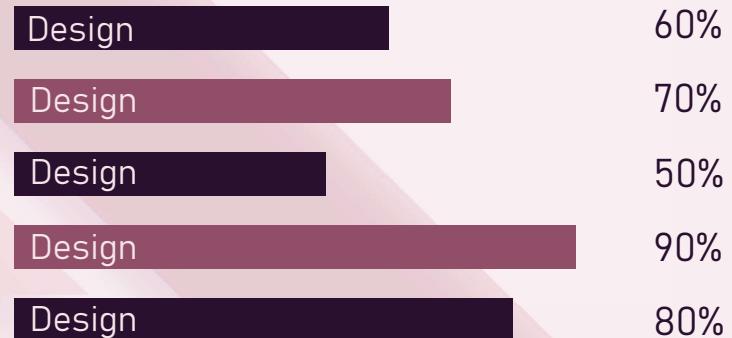
Who is John Doe

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General Experience

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Team Member

John Doe



John Doe
Designer

Who is John Doe

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General Experience

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Team Member

John Doe



John Doe

Designer

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General Experience

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Team Member

John Doe



John Doe

Designer

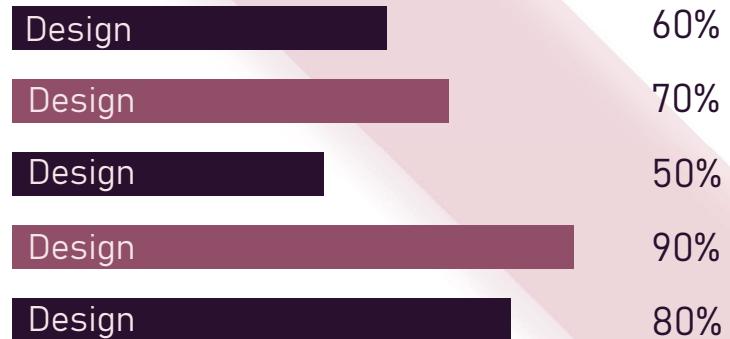
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General Experience

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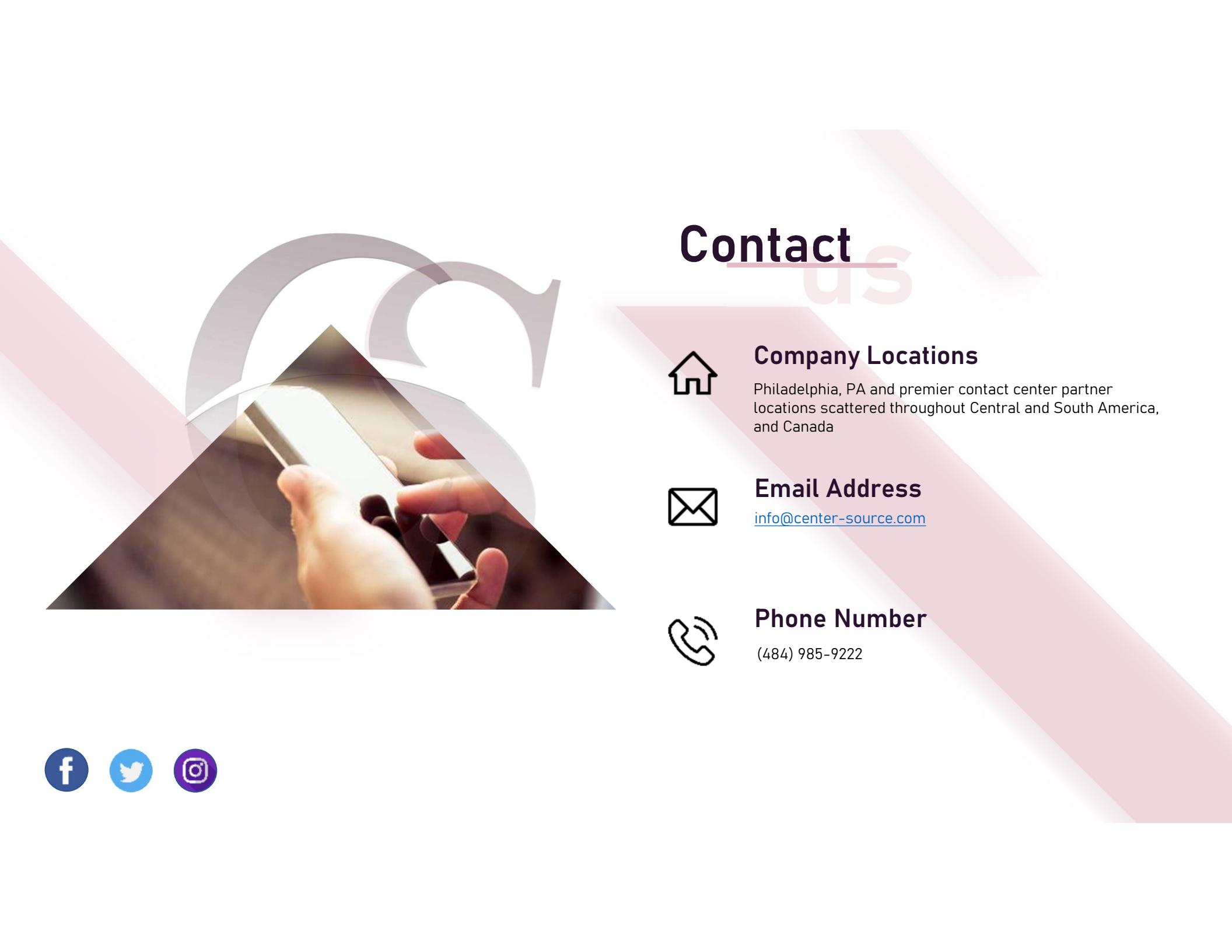
05

Company Locations



World Map

We serve clients in all major US cities. Headquartered in Philadelphia, PA, our company has virtual U.S. offices, as well as premier contact center partner locations scattered throughout Central and South America, and Canada. We have nearshore contact centers in Colombia, Dominican Republic, Guyana, and Mexico.



Contact us



Company Locations

Philadelphia, PA and premier contact center partner locations scattered throughout Central and South America, and Canada



Email Address

info@center-source.com



Phone Number

(484) 985-9222



Center Source



Company
**Thank You for
Watching**

CS CENTER
CS SOURCE