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ePerformax Contact Centers to Educate PGMA “Near Hires”

Makati, Philippines – January 8, 2007– ePerformax Contact Centers is proud to announce that it received accreditation from the Technical Education and Skills Development Authority (TESDA) for its Finishing Course for Call Center Agents/NC II. ePerformax was the first call center in the Philippines to be accredited by TESDA for this training that will enable it to educate industry “near hires,” a program that President Gloria Macapagal-Arroyo has been pushing to support the country’s fast-growing BPO industry.

Ronald Arambulo, ePerformax’s General Manager says the contact center’s accreditation supports the company’s commitment to training as a continuous process. “This accreditation by TESDA is significant for us, and being the first call center in the country to receive it is a testament to the quality of our training program and approach. We’re adding over 600 new hires between now and the end of the year, and the ability to train “near hires” for some of these positions is not only exciting for our organization, but we’re helping meet the President’s focus on this important initiative for our country.”

The company’s Training Manager, Justin Myers, is convinced the program will generate the targeted success rate considering the trainability and talent of the Filipino workforce as a whole. “We’ve had success with previous near-hire training programs in the company (although unaccredited by TESDA), and the Philippine government’s support will enable us to expand this project further and give more applicants the opportunity to improve their English communication skills. An added advantage is that once they graduate from our program, they will have employment opportunities with ePerformax, since we are not just a training institution, but an actual call center.” Myers goes on to state that: “In fact, “near-hire” trainees will be getting the best of both worlds in terms of training, because they will be getting actual hands-on call center experience coupled with ePerformax’s proven training methods to improve their English.”



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“We started ePerformax in the Philippines in 2002 because of its unique characteristics,” says Teresa Hartsaw, president of ePerformax. She credits the Filipino talent and customer-service orientation for the enormous success the company has achieved to date. “The Philippines has a great advantage in its people. This is just another measure in which Filipino talent can be harnessed and showcased to its full advantage with positive programs such as Pres. Arroyo is establishing. We’re excited to be part of this significant initiative.”

About ePerformax Contact Centers

ePerformax opened its high-performance Philippine-based contact center in Manila in 2002 with the vision of being the best of the best call centers in the Philippines. ePerformax prides itself on building strategic partnerships with clients that require English speaking, inbound customer service and sales support to deliver superior results in a very cost effective manner. The company believes the Philippines is the premiere country for providing top value and top quality contact center services for English speaking customers. This along with their approach to hiring, training, quality assurance and continuous improvement called Performance Maximization™ has enabled ePerformax to achieve their vision of: Best Culture + Best Practices = Best Performance.

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