



Best Practices. Best Culture. Best Performance.

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ePerformax Contact Centers Adds More Capacity and Agents

Makati, Philippines – January 4, 2007– ePerformax, a high-performance Philippine-based BPO and contact center, recently inaugurated its newest floor at its facilities in the BPI Buendia Center on Sen. Gil Puyat Avenue in Makati City. This latest floor brings the total number of floors it occupies in the building to nine and its capacity to 1850 stations. The company has grown to its current size in just four short years and will continue expanding in the Philippines in 2007.

“This addition to our capacity enables us to meet the ongoing requirements of our clients’ programs. We’ve just hired over 300 agents in the past three months alone and will continue to hire at this pace into the foreseeable future,” said Ron Arambulo, the company’s General Manager.

The company also recently became the first call center in the Philippines to be accredited by the Technical Education and Skills Development Authority (TESDA) to conduct its Finishing Course for Call Center Agents. This course enables ePerformax to hire and train call center “near hires” as part of President Gloria Macapagal-Arroyo’s program to support the country’s fast-growing BPO industry.

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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At the ribbon cutting from left to right: Chairman, Jose Roberto Delgado; President, Teresa Hartsaw; and Harvey Johnson, VP of Customer Service for The Sharper Image