



Best Practices. Best Culture. Best Performance.

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ePerformax Contact Centers, Philippines Wins Fourth Consecutive MVP Quality Award

Manila, Philippines – March 8, 2007 – ePerformax Contact Centers has once again been selected as an MVP Quality Award recipient by *Customer Interaction Solutions*TM magazine. Each year *Customer Inter@ction Solutions* magazine bestows its MVP (Marketing Via Phone) Quality Award on companies that have demonstrated the highest commitment to quality, excellence and customer service. In the end, a select group of contact center industry standouts have been honored with MVP Quality Awards in various categories.

“ePerformax has exemplified the search for excellence. They have demonstrated to the editors of *Customer Inter@ction Solutions* their ability to build a feeling of community within their company, while providing the best service they can give to their clients,” said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of *Customer Inter@ction Solutions*.

“ePerformax has a very strong commitment to a philosophy we call ‘the contact center of one.’ Because as far as our clients’ customers are concerned, there is only one person in our call center at any one time, and that is the person they are talking to. If that agent does not possess the knowledge, skills and commitment to quality our clients want for their best customers, then we have failed that customer. That’s why we focus on the individual performance of every single agent using our proprietary Performance Maximization Model,” says Teresa Hartsaw, President of ePerformax. “We’ve won this award every one of the past four years we have been operating in the Philippines based upon that philosophy and our Performance MaximizationTM approach to driving the highest levels of success for our clients. The MVP Quality Award, along with others we’ve received, shows that we continue to be recognized for our commitment to the highest levels of performance and quality in this very competitive industry.”



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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. Since then, it has become certified to the international VISA Cardholder Information Security Standards, which conform to level 17 of the ISO Security Standards. The company was also the first call center to be accredited by the Philippine 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 Pres. Gloria Macapagal-Arroyo’s program to support the country’s fast-growing BPO industry.

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. For more information visit www.eperformax.com.

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