



Toronto, Canada

Simplifying Business Process

COUNTRY AND ECONOMY

Canada is the second largest country in the world after Russia. Its population is only about one-fifth of Russia's however. Nearly 90% of Canadians live within 200 km of the border with the United States, which means that Canada contains vast expanses of wilderness to the north.

NeoIT, a leader in offshore outsourcing, consulting and services sourcing software solutions, ranked Canada second in the world, after India, as a top outsourcing destination for technology operations.

Outsourcing practices are expected to grow in 2012, according to a recent Web cast from IDC Canada, the Centre for Outsourcing Research and Education (CORE) and Prima Management Consulting on the impacts the recession has had on outsourcing in Canada.

According to IDC forecasts, the overall Canadian outsourcing market is expected to exceed \$15 billion in 2012, which represents a growth of about 3.8 per cent from 2011.

ON-SHORE ADVANTAGE

The following are the key advantages to Canada as an on-shore location:

- Political stability
- Large labour pool
- Multi-lingual agents
- Common business culture
- North American time-zone

Canada is becoming a location hotspot for the world's largest ICT suppliers. Dell Inc, the primary player in Canada's ICT industry has chosen Canada for the second consecutive year as the main North American location to outsource its client services.

SERVICE CENTER DESCRIPTION

Our Toronto location serves both as the corporate headquarters for Simpro and is the location of our onshore centre that services the Canadian and US markets. This service centre provides a complete range of outsourcing services targeted to mid-market enterprises. Our market focus includes the following industry verticals: telecommunications, financial, healthcare and utilities, including related high customer-touch industries.

SERVICE OFFERINGS

The service center offers multi-lingual support to a broad range of services including: Inbound Services, Outbound Service and Back Office Services.

- Inbound Services include; Order Entry, 1st/2nd Level Help-Desk, Hot-line Support, Travel Arrangements and Customer Care.
- Outbound Services include: Telemarketing, Telesales, List Qualification, Marketing Research, Customer Satisfaction Survey, Appointment Management and Collections.
- Back Office Services include: Data Entry, Application Processing, Accounting and Document Indexing.

FACILITIES

Our service centre has over 300 agent seats and is equipped with the state-of-the-art telecom and IT infrastructure. This infrastructure includes Cisco routers and firewalls, AVAYA and Aheeva Asterisk based PBX and predictive dialler.



CONTACT US

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