

## Simpro Solutions Opens a New Fort Lauderdale Customer Order Center

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TORONTO, CANADA . October 1, 2014 . Simpro Solutions Inc., a global provider of call center and Business Process Outsourcing (BPO) services and solutions has announced the expansion of its North American footprint with the opening of a new Customer Support center in Fort Lauderdale. %We continue to expand our offerings and services by establishing strategically located centers that can service both of our US and Canadian clients,+said Andy Jasuja, President and CEO.

Simpro currently operates contact centers in Canada, the Philippines, India, Mexico, and South America & Latin America. The newly established center in the heart of the Fort Lauderdale corporate area will accommodate up to 200 workstations allowing Simpro to continue to focus on providing enhanced services and business processes while ensuring that the operations are well equipped for managing future growth. Simpro will also add the next-generation of cloud based voice technologies, deploying the latest in SIP based telephony voices services across its global network.

%This new location positions us to respond and service our newly acquired US clients, in the home and retail industry ,that also have presence in Canada, South America and Europe,+says Tony Nadra, President. %We are focused on diversifying our offerings to our clients to ensure that we leverage our experience across the major industries including the financial, retail and utilities industries,+adds Nadra.

%We did an extensive search before settling on Fort Lauderdale due to its business friendly environment and its vast employment pool,+he said.

### **About Simpro Solutions:**

Simpro is a worldwide solutions-based business process outsourcer (BPO) with a focus on contact center and back office processes. Simpro leverages a worldwide network of contact centers on four continents, including offshore and nearshore locations in India, the Philippines, Mexico, Canada, South America, Latin America and India with over 2000 seats. Simpro offers a variety of outsourced customer interaction solutions covering each stage of the customer lifecycle including monthly billing and back office processing, customer care, inbound sales and marketing campaigns, outbound telemarketing campaigns, technical support, Tier-3 network support, cross-sell/up-sell, marketing support, e-mail solutions, and application and claims processing. For a list of our services, visit [www.simproolutions.com](http://www.simproolutions.com).

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