



TRG Manila

Off Shore Outsourcing that Feels Like Home

Using an offshore site for your customer care and sales needs can increase flexibility, responsiveness and efficiency, while reducing costs. The right location helps you make the right customer connections.

TRG's Manila operation in The Philippines offers an array of advantages for U.S. companies seeking to optimize workflow and control expenses.

A DYNAMIC AND VIBRANT REGION

The Manila metropolitan region has a population exceeding 11 million and a well-established BPO industry that has flourished over the past decade.

- Manila has a large concentration of young, college educated people providing a high quality workforce to satisfy your service standards.
- Metro Manila is home to the "University Belt." Approximately 2 million regional and international students supply a pool of well-educated, enthusiastic employees ready to meet cyclical service needs.

AN AFFINITY FOR YOUR CUSTOMERS

Eliminating communications barriers between agents and customers is essential to successful offshore operations. Close connections between the U.S. and The Philippines give Manila agents an easy rapport with your customers.

- The Philippines has the third largest English-speaking population in the world, with an English literacy rate greater than 94%.
- Due to historical ties, Filipinos have a strong cultural affinity with the U.S. and an extensive knowledge of American culture and customs.
- Filipinos have a neutral accent that is easily understood by Americans and other native English speakers.
- Our employees' skills are further enhanced by TRG's proprietary communication skills program.

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A FULLY-EQUIPPED, MODERN FACILITY

TRG's Manila facility has been providing contact center services since 2004. In this facility and all TRG locations, we rely on state-of-the-art operational platforms and proven management and training processes to deliver the consistency and quality your customers deserve.

- Our 36,000 square-foot, 700-seat center was completely renovated early in 2008 to the highest industry standards.
- Operating 24/7/365, our facility offers maximum flexibility to serve your customers at their convenience.
- Located in the heart of the Ortigas Business District, our facility is easily accessible to metro Manila's large employee base.
- A highly experienced management team oversees all operations and promotes TRG's culture of excellence.

At TRG Customer Solutions we consider ourselves a strategic extension of your business. Our steadfast focus is on making the right connections with you and between you and your customers. We are fully committed to delivering everything you want from your global outsource partner.



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TRG'S MANILA LOCATION PROVIDES A BROAD MENU OF SERVICE SOLUTIONS

- Inbound customer service
- Technical support
- Account maintenance
- Customer acquisition/sales
- Non-voice support including email, chat and back office functions
- Shared agent pool for sales and service
- Dedicated agent programs
- Support for clients in U.S., Canada and U.K.

TRG OFFERS:

- On-shore, near-shore, and off-shore locations
- Multi-channel interactions – IVR/Phone/Fax/Mail/Internet
- Outsourced or co-sourced implementation
- Multi-lingual capabilities
- Intelligent call routing – **SATMAP**
- Best-in-class technology and infrastructure platforms

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