



Mexico City, Mexico

Simplifying Business Process

COUNTRY AND ECONOMY

Mexico is the 5th largest country in the Americas and the 11th most populous country in the world with a population of over 109 million.

It is the only Latin America country that is a member of the Organization for Economic Co-operation and Development (OECD).

It is an emerging power with an economy that is strongly linked to its partners of the North America Trade Free Agreement (NAFTA) making it the 11th largest economy of the world.

The literacy rate is 91% in the age group that is > 15 years old and houses some of the world's most prestigious Technology and Higher Education institutes with the vast majority of the education being offered in bi-lingual programs.

NEAR-SHORE ADVANTAGE

The location in Mexico City offers several key advantages, including:

- Highly educated workforce
- Bilingual agents speaking English and Spanish
- North American time zones
- Modern IT and Communications infrastructure

With the Hispanic population becoming the fastest growing population in the USA, Mexico is emerging as the best nearshore BPO alternative to service both the US and Latin America.

SERVICE CENTER DESCRIPTION

As part of our Opti-Shore model, our contact center in Mexico is located in the capital the capital Mexico City providing both inbound and outbound services in Spanish and in English. These contact centers specialize in high volume customer interaction services in key sectors including Telecommunications, Retail and Financial Services.

SERVICE OFFERINGS

The contact centers offer fully bilingual services in the following areas:

- Inbound Services
- Outbound Services
- Back Office Services.

The Inbound services include Media Response, Reservations, Appointment Settings, Help Desk, and Order Taking. The Outbound services include Sales, Customer Service, Appointment Setting, Survey and Collections. The Non-Voice services include E-Mail, Chat Support and Data Entry.

FACILITIES

Our contact center in Mexico City deploys fully blended inbound/outbound work stations using the latest in VOIP and CRM technologies. The communications capabilities include the Avaya ACD platform and the Cosmo predictive dialer. Voice and data communications to North America is supported through high-speed submarine cables with a major communications hub (NOC) in Miami.



CONTACT US

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