

Business Solutions Partner Delivering Value Driven Quality & Performance



TM

**The Business Intelligence
and BPO Partner to
Leading Brands**



Premier provider of customized solutions to enhance performance and business goals

At Zero Variance, we integrate agent performance, operating metrics and consumer feedback to create a comprehensive view of consumer interactions. We drive performance with targeted coaching feedback, data analytics and continuous process improvement.



We Tailor Our Approach Client by Client to Meet Your Business Goals

Our custom services are one of our key differentiators as we address your specific needs with a completely unique solution. Our targeted approach delivers solutions that enhance the ideal quality customer experience, increases performance and drive your business goals.



No One Protects Your Brand Like We Do

We protect your investment in marketing and advertising that drives your identity. We reinforce critical agent behaviors that produce successful customer interactions across all communication channels, including voice, email, and chat.

Quick Facts



Founded in 2002



Supports Spanish, French and 24 other languages



Headquarters in Fergus Falls, Minnesota, with a Virtual Hub in Dallas, Texas and large international presence in San Pedro Sula, Honduras

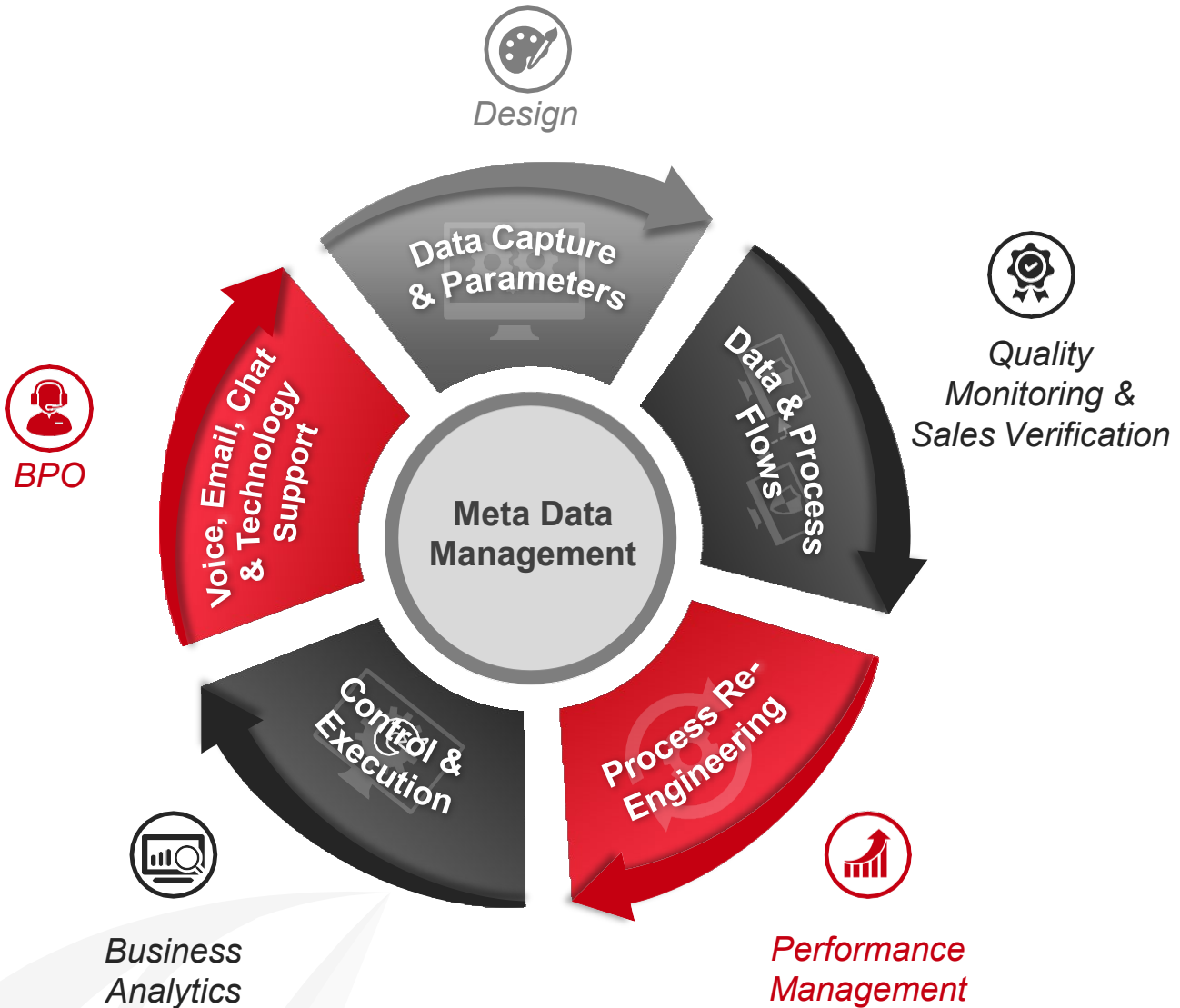


SOC 2 Certified Data Centre



PCI Level 1 Certified

Specialized system and platforms to deliver customized business solutions across BPO verticals



Services Provided – English & Spanish

- Call Monitoring – Voice, Chat, Email & Social Media
- Customer Service, Retention, Welcome and Survey Calls
- Sales Acquisition
- Debt Recovery Services
- Verification, Transcription, Data Entry
- Technical Support
- Customized Multi-Level Reporting
- Hosted Technology Platforms
- Consulting Services
- Data Analytics / Business Intelligence



- Over 80 years of combined Executive Management BPO experience
- We use our combined experience QA/BI and BPO with operational and data driven insights to build the ultimate customer engagement experience
- Domestic and Nearshore Locations
- Financial, Cable, Internet, Telecom, and Financial Services Sectors



- B2B
- B2C
- Inbound Calls
- Outbound Calls
- Chat
- E-mail
- Customer Service
- Tech Support
- Retention
- Sales
- Collections

All ZV locations securely access data from SOC 3 certified data center in the US and all deploy the same rigor of InfoSec

Fundamentals of ZV Security

Personnel

- *Strong background check process covering a minimum 10 years of criminal background and financial background*
- *Pre-production training in data security / confidentiality requirements*
- *Quarterly and annual refresher training and agents sign-offs covering data security / confidentiality*

Physical

- *Card key access to all facilities w/strict zero tolerance badging policies*
- *On-site CCTV with comprehensive views of all production areas*
- *Workstations strictly locked down preventing unauthorized websites, removable devices, printing and emailing outside network.*
- *Banned mobile devices except authorized management*

Data Center

- **ALL CLIENT DATA RESIDES IN THE US** – accessed through remote, secure VPN
- *SOC 3 Certified Data Center*
- *Staffed 24/7/365*
- *Redundant power supply to manage emergency scenarios*
- *Biometric physical controls*
- *Full-facility CCTV Coverage*

Application

- *Up-to-date coding designed to counter attacks using known means (i.e. SQL Injection)*
- *As requested, White Listing of IPs allowed to access the site*
- *Ongoing active management of system user lists and dedicated maintenance of such lists to ensure access is limited to those who need it*

Regional diversification



ZERO VARIANCE

CONTACT



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