



omnifon[®]

A TXM Global Company

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Nearshore Business Process Outsourcing

Our experience with Business Process Outsourcing (BPO) enables organizations to:

- Reduce Costs.
- Access to professional expertise.
- Increase Customer Satisfaction.
- Focus on core business.
- Access to the latest technology and processes.

Nearshore Advantages

Best Geographic Nearshore Location.

- Right across the Border
- 2 Hrs Flight from USA
- US Central Time.

Mexico is the number 1 country with **most daily flights to the US.**

Operations & Management

- SLAs Compliance
- Confidentiality & Security.

World-Class infrastructure

- US Direct Datalinks
- Uninterrupted Ops.

Largest bilingual workforce in Latam

- Cultural Affinity
- +15M English Speakers

Labor cost is **50% less than in USA.**

Legal Certainty

covered by USMCA (US - Mexico - Canada) international commercial treaty.

US Central Time



About Omnifon



1. Customer Care & Tech Support.

- Multi-channel Contact Center Services
- SLA's compliance

2. International Presence.

- We are established in Texas with delivery centers in Mexico.

3. Experience

- Serving 24 countries.
- Processes and Tools.
- Confidentiality & Data Security.
- Compliance.

4. Multi-Language

- English
- Spanish
- French
- Portuguese
- Dutch

Quality & Performance

Assure that client interactions are accurate and beyond the required service levels. Omnifon processes include:



- Quality Assurance (QA)
- Compliance with Service Level Agreements (SLA)
- Key Performance Indicators (KPI)
- SipCaster innovative AI&ML technology functions



Security Track Record

No security incidents since inception more than a decade ago, ensured by continuous monitoring and preventive actions



- Confidentiality
- Integrity
- Availability

Technology

SipCaster Innovative Technology Functions:

- Automatic and Multi-channel call distribution.
- Operations performance measurement Tools.
- Quality & SLA monitoring systems.
- Call recording and live monitoring.
- Black and White lists
- High availability Cloud Infrastructure
- CRM and Trouble ticketing platform
- Automatic report generation and Data Analytics.



Performance

Optimal Performance is ensured by:

- Automated scorecard, which monitors key performance indicators
- Agent control through automatic tools
- Special attention to quality and performance monitoring based on Service Levels Agreements (SLAs)
- Agents are continuously monitored and trained
- AI & ML Tools



Customer Testimonials

Our result is proven by excellent experiences and satisfied customers:

"The Omnifon staff is very professional and very responsive to our needs, thank you!"

- Program Manager at CSC Computer Sciences

"In the part that I am responsible with you all the service is very well executed."

- Project Manager at Peñoles

"Excellent work team, keep improving with the same enthusiasm"

- Infrastructure Manager, Aguakan

Contact

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