

# CENTER PARTNERS

*A WPP Company*

## WHO WE ARE

Center Partners is a wholly domestic customer contact center. Center Partners deepens relationships between its clients and their customers, by delivering superior brand-focused interactions across multiple channels including:

- Inbound / Outbound Calling
- Chat
- Email
- Social
- At Home

Through these channels, Center Partners specializes in supporting the entire customer lifecycle through the following interactions:

- Inbound Consultative Sales
- Customer Service
- Technical Support
- Fraud Prevention
- Customer Loyalty
- Outbound Campaigns
- Order Entry / Fulfillment
- IT Helpdesk

## WHERE WE OPERATE

Center Partners has over 4000 people working in over 7 office locations across Colorado, Idaho and Washington.

## HEADQUARTERS LOCATION

4401 Innovation Drive  
Fort Collins, CO 80525  
Tel: 1-970-206-9000

## WHO WE WORK FOR

Center Partners serves some of the world's largest brands. We have provided support for fortune 500 companies in the following industries:

- Telecom / Wireless
- Consumer Electronics
- Identity Protection
- Cosmetics
- Financial Services
- Insurance
- Consumer Products

## KEY CENTER PARTNERS EXECUTIVES

**Jim Dunn**, Chief Executive Officer

**Tom Maddux**, President

**Chris Kneeland**, Chief Operations Officer

## CENTER PARTNERS HISTORY

Center Partners was founded in 1997 and opened their first site at their headquarters in Fort Collins Colorado. Our performance unique value proposition prompted WPP to purchase the company in 1999. We became PCI complaint in 2007 and achieved SOX gold in 2008.

## RECOGNITION AND AWARDS

- 2012 J.D. Power and Associates Certification for Outsource Providers
- Customer Interaction Solutions named Center Partners in the "Top 50 Teleservices Agencies" twice —the industry's highest honor.
- Received Marketing via Phone (MVP) Gold Award for customer contact quality excellence
- 2 time winner of the CRM Excellence Award (CIS)

## **KEY CONTACT POINTS**

### ***Operations***

Jim Dunn, CEO - jim.dunn@centerpartners.com

Tom Maddux, President - tom.maddux@centerpartners.com

### **Sales**

Jim Mitchell, SR. VP of Sales - james.mitchell@centerpartners.com

### **Media and Communications**

Sean Leddy - sean.leddy@centerpartners.com