

FOR IMMEDIATE RELEASE:

Jim Ferrato Joins IBEX Global as Chief Information Officer

Experienced technology and BPO industry professional will lead information strategy for the company

January 5, 2016-Washington, D.C. - IBEX Global Solutions (IBEX), a leading provider of contact center services and other business process outsourcing (BPO) solutions, announced today Jim Ferrato has joined the company as the chief information officer. Ferrato is a seasoned professional in both the business process industry and the technology sector.

Ferrato will lead the company-wide technology strategy for the fast-growing company. His collective experience has been in the development and implementation of effective technology initiatives with the focus on improving customer interactions.

“Jim brings a wealth of experience in the contact center industry and over 25 years of experience in information technology to our leadership team, “ said Bob Dechant, CEO of IBEX Global. “His proven leadership and depth of experience will be an additional catalyst for our continued growth trajectory through his ability to strengthen and expand on our technology solutions for our clients world-wide.”

Prior to joining IBEX, Ferrato led technology initiatives at iPacesetters, a customer acquisition company. He also served as the CIO at ACCENT Marketing, leading the implementation of customer engagement solutions across phone, online and social media channels. Ferrato’s experience includes his role as the senior vice president and chief information officer at Protocol Global Solutions, a provider of business process outsourcing solutions specializing in contact center services.

Ferrato's additional industry experience includes time at Aspect Communications where he was the vice president of worldwide professional services. He also served in a number of roles at Stream International including chief information officer. Ferrato will be located in the Washington D.C. IBEX Global headquarters.

ABOUT IBEX GLOBAL

IBEX Global (AIM: IBEX), headquartered in Washington, D.C., USA delivers onshore, near shore, and off-shore business process outsourcing solutions in seven countries across 22 sites, maintaining a network of over 15,000 employees. IBEX focuses on improving the customer service experience on behalf of over 70 global clients through multi-channel inbound and outbound communications in over 20 languages.

For more information about IBEX Global, visit <http://www.ibexglobal.com> or e-mail globalmarketing@ibexglobal.com.

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