



VXI Recognized on IAOP 2021 Global Outsourcing List for 4th Straight Year

LOS ANGELES, June 26, 2021 – VXI Global Solutions, LLC (VXI) today announced that it has been recognized on the 2021 IAOP Global Outsourcing 100 list for the fourth consecutive year. This list recognizes the world's best outsourcing providers offering services such as information technology and business process management.

To be considered for this elite list, VXI was judged based on a rigorous scoring methodology that included a review by an independent panel of IAOP members with experience selecting outsourcing service providers for their organizations. Participants were judged based on their size and growth, client references, awards and certifications, programs for innovation, and corporate social responsibility. This year, VXI received stars in the following categories:

- **Customer References** as demonstrated through the value being created at the company's top customers, and
- **Programs for Innovation** as demonstrated through specific programs and resulting outcomes that produce new forms of value for customers

"Being named among the best in the industry truly shows what kind of an organization VXI is," said **Neil Rae, Chief Customer Officer of VXI**. "This IAOP recognition continues to show that VXI is capable of performing even in the most challenging of environments. Our clients choose us not only for the excellent customer experience that we deliver, but also for our technological innovations, consistency in operational excellence, resiliency, and our capacity for growth in the face of adversity."

"Now, more than ever, outsourcing end-users need to be able to easily identify and select the right company for their needs," said Debi Hamill, IAOP CEO. "It is great recognition being named to The Global Outsourcing 100. Given the strong, global competition, VXI should be proud of achieving excellence in the field."

The full list can be viewed [here](#).

Known for its exceptional operational delivery and its "Passion for People" approach to customer care, VXI is a record winner of 9 Grand Stevie Awards for sales and customer service for 2021, the 2019 winner of Frost & Sullivan's Customer Value Leadership Award, the three-time winner of ICT's Best Contact

Center and BPO Company award (2017-2019), and the winner of multiple 2019-2021 sales and customer-service Stevie® honors.

About VXI Global Solutions LLC

VXI is a customer experience company, passionate about designing solutions that augment its clients' business processes to deliver higher revenue, greater profitability, and happier customers. Founded in 1998, the company has 35,000 employees across 42 locations in North and Latin America, the Caribbean, Europe, and the Asia Pacific. VXI offers omnichannel customer care and growth services using technology and tools, including a unified communication platform and purpose-built productivity-enhancing applications that drive higher sales conversion, CSAT, and related key metrics for its clients. Known for its transformation mindset, the company's IT arm, Symbio, offers digital and business transformation solutions that are seeded in its innovation philosophy of co-creation and seamless augmentation.

About IAOP

IAOP is the global association that brings together customers, providers, and advisors in a collaborative, knowledge-based environment that promotes professional and organizational development, recognition, certification, and excellence to improve business service models and outcomes. Members and affiliates worldwide dig deep at IAOP conferences, learning at IAOP chapter meetings, getting trained and certified at IAOP courses and workshops, and connecting through IAOP social media, for better business results. IAOP connects individuals and organizations to the growing global community and to resources needed to get the results that companies deserve and demand. Visit www.IAOP.org.