



VXI Announces Next Phase of Global Expansion to India

Hyderabad, India (April 19, 2023) - VXI Global Solutions, a leader in customer experience management and business transformation services is continuing its global growth trajectory with the launch of a new delivery center in Hyderabad, India.

This marks VXI's first foray into the India market, a strategic move that underscores the company's commitment to delivering high-quality, cost-effective support from the world's premier business process outsourcing destinations.

"Our investment in Hyderabad is a first step toward a long-term commitment to the country, as we establish VXI as a major contender and preferred employer for India-based contact center and customer engagement solutions," said Jared Morrison, Chief Operating Officer of VXI Global Solutions.

After a thorough assessment, VXI selected Hyderabad, a thriving technical hub offering a modern infrastructure and a non-metro advantage. As one of the fastest-growing cities in the country, it's home to a wide array of industries and is India's second-largest provider of IT-enabled services. With a highly educated and skilled workforce, an advanced infrastructure, and a favorable business environment, Hyderabad offers many advantages as a service delivery location of choice.

"The question for many of our partners is no longer why but where in India should they outsource. Our expansion creates new business opportunities, and we are excited to be able to offer our clients a state-of-the-art facility in a location that can handle elevated tiers of customer support, back office, and digital services," said Subir Chakravarty, SVP Country Manager at VXI Global Solutions.

The new contact center, strategically located in the heart of Hyderabad, is fully equipped with the latest technology, offering over 1,200,000 sq. ft. of office space and a floor plan that will accommodate over 1,200+ workstations.

"Our investment in Hyderabad is a significant milestone in VXI's global expansion plans. We look forward to bringing new growth and development to the region," said David Zhou, VXI's Chief Executive Officer.

About VXI Global Solutions

VXI Global Solutions is a BPO leader in customer service, customer experience, and digital solutions. Founded in 1998, the company has 40,000+ employees at more than 40 locations in North America, Asia, Europe, and the Caribbean. VXI delivers omnichannel and multilingual support, software development, quality assurance, and CX advisory, automation & process excellence to the world's most respected brands.



VXI is backed by Bain Capital Private Equity and is one of the fastest growing, privately held business services organizations in the United States and the Philippines, and one of the few US-based customer care organizations in China. For more information, please visit www.vxi.com.