Our Services

As a full service BPO and ITO provider, VXI works in a level 1 PCI and HIPAA compliant environment. The company offers extensive customer-centric outsourcing services:

Business Process Outsourcing:
(B2B and Business-to Consumer)

- Customer Care
- Up-Sell/ Cross-Sell
- Inbound/ Outbound Sales
- Technical Support
- Lead Generation
- Market Research
- Multi-Channel Solutions
- Order Processing
- Reservations
- Retention and Loyalty Programs
- Back office Support

Information Technology Outsourcing:
- Application Maintenance and Testing
- Global Release and Localization
- Quality Assurance and Testing
- Software Development
- Research & Development Operations
- Systems Management
- Database Analysis
- Technical Support
- Database Management
- Infrastructure Management
- SAP/ ERT

Industries and Verticals
- Communications
- Cable/ Satellite
- Financial Services
- Retail
- Travel and Hospitality
- Healthcare
- Media and Entertainment
- Technology
- Software
- Devices
- Media
- Industrial
- Gaming

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Driving tomorrow's customer engagement innovation

Our Story

VXI Global Solutions (VXI) is a leading provider of business process and information technology outsourcing services to its clients. VXI specializes in call center and BPO services, software development, quality assurance testing, and infrastructure outsourcing with more than 23,000 employees worldwide.

VXI creates custom solutions in business-to-business and business-to-consumer applications which allow clients to achieve success in their market goals. VXI applications leverage emerging and classic communication channels. VXI's services range from complete call center services, to maintaining applications, to building solutions using superior tools and technologies. As a certified Minority Enterprise,(MBE), VXI is a diverse supplier that can execute with quality, and equally as important, can scale to meet the minority compliance needs of major U.S. companies. VXI is founded and headquartered in Los Angeles, California, since 1998.

Current Primary Delivery Centers

United States:
Los Angeles California, Lubbock Texas, Youngstown Ohio, Cincinnati Ohio, Canton Ohio, Tucson Arizona and Atlanta Georgia

Central America:
Guatemala City, Guatemala and San Salvador El Salvador, Colombia

China
Shanghai, Guangzhou, Chengdu, Hefei Anhui, Xingtai Hebei, Beijing and Foshan

Philippines:
Makati City, Quezon City, Pasay City and Davao City

VXI and Symbio

The combined company will benefit from each entity's special expertise. VXI is an established leader at providing voice of the customer (VoC) BPO services to global brands. Symbio offers the complete portfolio of RDaaS (Research & Development as a Service) solutions, including: strategic insight, agile software development and quality assurance, and globalization. As an active investor, Bain Capital will provide the new company with expert insight in business development and management, in addition to creating global business opportunities for the company.

Mission

Together with our partners we design, build, implement and support innovative customer engagement platforms by seamlessly integrating customer insights utilizing our robust technology and world class business services

Values

Integrity; Excellence; Teamwork; Agility; Inventiveness

Our Technology

- **The VisionSuite™** product line is an automated, customizable technology that our software developers created to optimize call center operations. These technical resources can be used for improving customer service, customer databases, quality management, agent performance, and unified messaging. Award winning modules include VisionLog™, VisionCTI™, VisionPDS™, and VisionIVR™

- **VXI's Training Simulation Tool** helps reduce speed of proficiency by providing our agents with scenario based, hands-on experience without navigating a live customer account. This tool helped train our agents faster, using a self-paced, simulated mock call programmed on agent desktops and has significantly improved their average handle time , attrition and customer satisfaction scores.

- **VXI's Performance Pro 360** is designed for desktop PC, Tablet and Smartphone. This app manages all operations coaching interactions, deliver greater results by tracking coaching sessions and results achieved.

- **VXI's Talent Match Pro** is a quicker, more efficient customizable recruiting tool that provides a virtual interviewing process, prioritizing candidates based on assessment scores and tracks their progress through the entire hiring process.

We help you take your ideas, blend them with the right mix of hardware, software and services, and create great new experiences. Our global teams can take your ideas from inception and launch them effortlessly into a multi-platform/device/lingual world.