



The tech that moves the fin

Before we started providing customer care for technology-based companies, we were one ourselves. GlowTouch began as an IT development firm and we retain a team of full-stack web and application developers, and software engineers. That depth of skill and experience is among the factors that make us The Uncommon BPO. Why is that important to you?

For starters, we have experienced the digital transformation first-hand, and we have guided numerous clients through it, too. Whereas technological innovation once shaped user behavior, today the opposite is more likely to be true – innovation is a response to the demands of the marketplace, and it reaches down the individual consumer through the push for personalization of services.



PUTTING PEOPLE FIRST

WITHIN THE FINTECH INDUSTRY, WE DELIVER VALUE TWO WAYS:



Omnichannel service and support: the customer-facing work in which our agents answer end user questions, resolve account or technical issues, and engage in retention and loyalty-building activities.



Back-office processing: data entry, document imaging and archiving, and fraud prevention.

Our client base includes numerous firms in the technology, SaaS, and cloud environments, from insurance and health care to web hosting and identity theft products. The consumers range from the tech-savvy to casual users, with the common factor being a problem in need of resolution or a question that requires an answer.

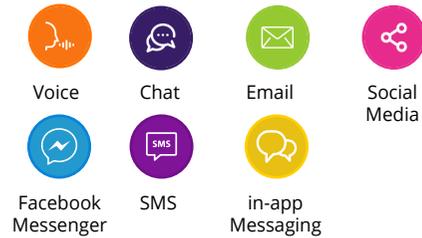
More technology being used more often naturally results in more of a demand for customer care. Continuing innovation makes tech issues more complex, and service issues more intricate. The agent's role is to balance the complexity against the individual user's desire for first-time resolution. We keep up with changes so you don't have to.



CLIENT BRIEF



Channels



Services

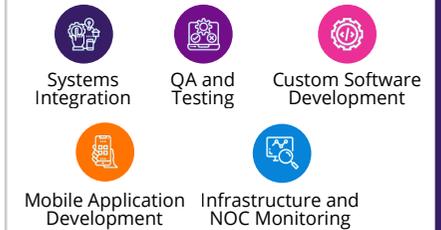
Customer Contact Outsourcing



Business Process Outsourcing



Technology Outsourcing



GlowTouch LLC provides personalized contact center, business processing, and technology outsourcing solutions to clients around the world. Founded in 2002, its 2,300+ employees deliver operational excellence with high-touch engagement. A certified Woman-Owned Business and six-time Inc. 5000 honoree, GlowTouch is headquartered in Louisville, KY, with additional locations in Mangalore, Bangalore, & Mysore, India, and Santo Domingo, Dominican Republic.

To learn more about GlowTouch, visit: www.GlowTouch.com.

Certifications



Awards

