

## Industry Expertise

Telecommunications

Publishing

E-commerce

Financial Services

Government / Technology

Marketing Services

Media/Cable

## IP Infrastructure

Transition to IP platform to reduce costs and complexity

Technology to support virtual distribution of tasks

Service-oriented architecture (SOA) to create “**process-oriented systems**”

Integration and process Orchestration

Increase adoption of speech-enabled/ voice self-service applications for lower costs

**Best In Class Retention Services for Cable, eTail, & Publishing Industries**

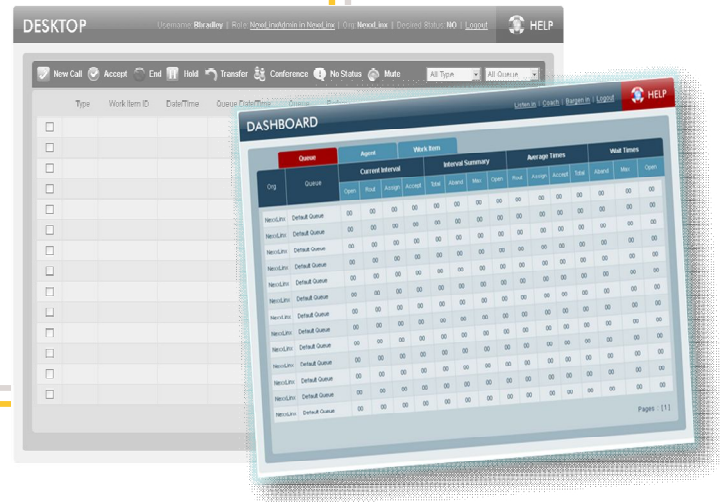
**Tier 1 & Tier 2 Support / Helpdesk Services for Gaming Industry**

**eTail Order Processing and Customer Service**

**Back Office Outsourcing**

**A Global Footprint to Service your Business 24x7x365**

**IP Based Infrastructure to Lower Costs and Overhead**



Founded in 1999, Nexxlinx is the leading provider of enabling technologies to the outsourcing and enterprise marketplace. Nexxlinx boasts a worldwide, global footprint, spanning the US, Mexico, Africa Asia and New Zealand and headquartered in Atlanta, Ga.

The Nexxlinx management team brings over 25 years of Call Center experience— from technology to telephony, CRM to Information Systems— to your industry. We apply our technology and proven process (know-how) to your business to produce guaranteed results!

In other words, we use technology and a proven process to enable your business to do things better, faster, more cost effectively.

Nexxlinx employs a state-of-the-art technology platform that transcends traditional contact center service offerings. This solution is a marriage of industry experience and technology innovation to bring a low cost, highly extensible technology platform that not only handles all types of customer interactions (voice, email, chat, fax, etc) but seamlessly integrates these customer communication options into our clients' existing application and reporting infrastructure.

Interested in a partnership with a “Best In Class” leader in Contact Services and Back Office Customer Care?

Schedule a meeting with a member of our Team today at [jsantafede@nexxlinx.com](mailto:jsantafede@nexxlinx.com) or 770-250-0349!