



Ashesi Global Services  
*Excellence in Outsourcing*

## The Next Generation of Outsourcing: High Quality, Low Cost Emerging Labor Markets

### Call Center Services

- Customer Service (Inbound & Outbound)
- Social Media Customer Service & Response
- Technical Support (Level I, II)
- Sales, Direct Response, Telemarketing
- Reservations, Appointment Setting
- Customer Satisfaction Surveys
- Email and Instant Message (IM) Chat
- Live Video Customer Support (App Enabled Smartphones, Tablets, Browsers)

### Business Process Outsourcing Services (BPO)

- Finance & Accounting Outsourcing (FAO)
- Human Resource Outsourcing (HRO)
- Data Entry, Database Development, Management and Updates

### Emerging Labor Markets

- Hermosillo, Sonora, Mexico
- Montevideo, Uruguay
- Ghana (West Africa)
- Botswana (Southern Africa)
- Namibia (SW Africa)
- Okinawa, Japan

### Benefits

- Annual Attrition Under 15%
- Lowest Total Cost
- Highly Educated Labor. College Degreed
- Services are Flexible, Adaptable, Scalable
- Services are Flexible, Adaptable, On Demand

### Contact Us Today

(877) 407-3992  
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### Outsource Your Call Center to Ashesi Global Services (AGS)

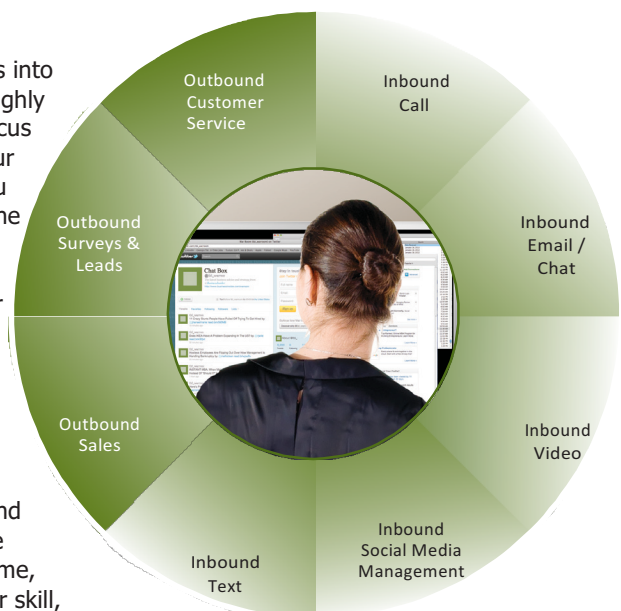
We are experts at identifying, developing, building, managing and delivering high quality outsourcing services in new emerging labor markets. Companies who outsource to India, Asia, Central and South America choose AGS for our outsourcing expertise and high quality customer service we deliver at a lower total cost than traditional offshore markets. With worldwide operations in the United States, Africa, Mexico, Uruguay and Japan, we leverage the local and unique aspects of the labor skills found in these locations and make it available to your business and customers 24 x 7; all at significant savings vs. your current solution. In addition, we offer scalable, real-time services in multiple languages, including English (USA), English (British), Spanish, German, Portuguese, Dutch, Mandarin, Cantonese, Korean and Japanese.

### AGS 360: Serving Customers via Blended Communication Channels

At AGS, our mission is to serve others. We are here to serve your customers the way you want them to be served. Our employees are highly educated, continually trained and very skilled in a host of business processes. AGS 360 blends multiple

customer communications into a single desktop so our highly trained employees can focus on one thing: Serving Your Customers. This gives you tremendous leverage in the market by allowing you to cost-effectively deploy multiple methods for your customers to contact you to ensure a world-class customer experience.

By partnering with AGS, we can deliver inbound and outbound voice/non-voice communications in real-time, matched to the right labor skill, giving you the ability to deliver new and unique services in multiple languages, time-zones, currencies and costs. At AGS, we are committed to serving others!



## Labor Stats

	Hermosillo Mexico	Montevideo Uruguay	Ghana Africa	Botswana Arica	Namibia Africa	Okinawa Japan
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Base Rate Language	English	Spanish	English (B)	English (B)	Mandarin	Japanese
English	x	x			x	x
English (British)			x	x		
Spanish	x	x				
Portuguese	x	x		x		
German				x		
Dutch				x		
French			x			
Mandarin & Cantonese					x	
Japanese & Korean						x

General Age Category of Employees	21-39	20-50	20-39	20-39	20-39	20-39
High School Degree	100%	100%	100%	100%	100%	100%
Some College	20%	60%	90%	90%	75%	75%
College Degree	90%	80%	75%	75%	75%	90%

Customer Service	x	x	x	x	x	x
Sales & Direct Response	x	x	x	x	x	x
Technical Support (Level I, II)	x	x	x	x	x	x
Reservations/Appointments	x	x	x	x	x	x
Social Media Customer Service	x	x	x	x	x	x
Email & Instant Messaging	x	x	x	x	x	x
BPO - Finance & Accounting	x	x	x	x	x	x
BPO - Human Resources	x		x	x	x	x
BPO - Data Entry, Database Development	x	x	x	x	x	x

Data subject to change.



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