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**A Billion Dollar-Backed Boutique Partner for Your Business**

Argo Contact Centers is a unique provider of outsourced contact center and back office services that delivers custom customer engagement in partnership with our clients. In 2017, Argo was acquired by ITC Capital Partners, a multi-billion dollar privately held equity firm with a 100+ year history of developing growth companies with high values, strong business practices and innovation.

Coincident with the acquisition, Argo augmented its management team with experienced veterans who have held executive positions with global industry leaders, as both service providers and buyers of outsourced services. This significant shift in management, together with several other attributes, constitutes the Argo difference.

## WHY ARGO AS YOUR BUSINESS PARTNER?

Argo offers a breadth of innovative customer management and back office capabilities to clients in diverse markets across onshore, nearshore and virtual operations. A focus on Argo's service offerings is provided here:

- **UNPARALLELED EXPERIENCE** — The depth of industry experience to collaborate craft, deploy and enhance customer experience and back office programs that deliver meaningful results
- **CUSTOM BUSINESS APPROACH** — Customized, boutique treatment of each client with proven business practices to achieve core goals
- **RIGHT INNOVATION** — Beyond the buzz of AI, bots, omnichannel and analytics, Argo works with our clients to determine the best of technology that elevates the more important human touch for improved customer experience (CX), first contact resolutions, better processes and optimal impact to revenues
- **TRANSPARENCY** — A promise and construct of open transparency and proactive communication throughout our business relationship
- **VALUE THROUGH VALUES** — We treat each other, our clients and their customers with compassion, genuine care and high ethics in every interaction; we believe this is a cornerstone to Argo, to good business and to any good human engagement, every day

### Verticals Served



Healthcare



Telecom & Media



Banking & Financial Services



E-commerce & Retail



Direct Response



Non Profit



Travel & Logistics