

Why Mexico?

Due to cultural affinity, proximity and time-zone similarity, Mexican service centers are now viewed as the most appealing location in Latin America to maintain a relationship with U.S. clients, making Mexico the perfect outsourcing destination.

Asia V.S. Mexico

Labor costs in Asia are growing rapidly, up to 22% (percent) a year for some regions serving competitive industries. In contrast, wages in Mexico have remained stable and, in many cases, are in parity with wages in Asia.

The large distance between Asia and the America puts companies at a disadvantage. It's much easier for companies to manage operations in Mexico, due to similar time zones and shorter travel distance in comparison to China, flights are shorter, and they can realistically do a plant visit in a day or two.

Outsourcing IT in Mexico

Outsourcing IT in Mexico is more efficient, cost effective, and faster than all alternatives beyond borders. English proficiency, especially in the IT Industry, is no longer a barrier between companies in the U.S and the growing pool of talent emerging from Mexico's universities. So if you're looking to outsource IT, the destination is Mexico.

Why Baja California?

The region has a number of industry parks, and plenty of spaces focused on startups and innovation development. Additionally, Baja's state government provides assistance and incentive packages to reduce installation costs for new companies. Baja California's potential in the industry positions the state above many others in Mexico, its proximity to California and its bilingual and bicultural workforce are major advantages for companies established here.

Companies already operating in Baja vary in size, but include web site developers, software designers, and outsourcing specialist service suppliers, among others. Companies like Sony, Gameloft, Softtek, Hitss, IBM, Asitec, Tress, Aprovi, Grupo Red, and Samsung SDI, already operate successfully in the state.

Why Tijuana?

Tijuana has been recommended by the New York Times as the eighth best site to visit in 2017. It has its own charm and it is a melting pot of the regional diversities of Mexico and other cultures beyond its borders because it has been favored by its proximity to the United States.

The city's proximity to Southern California makes it an attractive city for foreign companies looking to outsource, in addition, there are also some high-tech firms and telemarketing companies making their way into the city, drawing people with technical trade and college degrees to Tijuana.

Nearshoring in Tijuana

Tijuana is within a compatible time zone for most US businesses (Pacific Standard Time – GTM-8). No more 2:00 a.m. phone calls to conduct business! Nearshoring also benefits the bottom line with reduced "hidden costs" of outsourcing such as travel costs and no days lost on planes or datelines to cross. Communication errors, cultural issues, or production shortfalls, are also reduced in favor of face-to-face meetings, enhanced efficiencies both on-site and with your home office, and the ease in which communication occurs with customers and management.

Industries

- Healthcare
- Automotive
- Education

- Real Estate
- Government
- Legal
- Insurance
- Financial Services
- Retail
- Telecommunications
- Construction
- Non Profit
- Marketing
- Media
- Hospitality/Tourism
- Information Technology
- Internet and Web

We take our work very seriously as Connempathy is also HIPAA aligned and part of the BBB which means you are not working with a random center you find in a basement. New channel services are required in order to provide adequate response time for any inquiries. We will be your first line of service so you can enjoy the fruits of your labor. Let us take that burden away from you.

Omni Channel Support

When we say Omni-channel support, we mean it. It is not only Calls, Emails and Chat but we are also in line with any current and future Social Media site required, because you never know when the next question is going to be asked, and what better way to unify your services than to have a complete team hosting in one place.

Rotation

It can be really expensive to contemplate temporary employees when taking into consideration all benefits and fees adhered to their salaries. We take that additional expense out of your plate by offering our services at a fixed per hour rate. This means you only pay for the service and everything else will be covered by us.

Our Call Center Infrastructure

Data Security

We care deeply about data security and privacy, safeguarding information ensures the organization's longevity. Customers won't stay long with an organization that fails to keep their personally identifiable information private and secure. That is why we have authentication and authorization processes and data security measures along with integrations with third party platforms to create a complete shield around our customer's data.

Site Security

Our multi-layered security approach begins with restricted access to facilities, and includes specialized staff training, encrypted networks and redundant systems to protect the privacy and security of your service. Each building has controlled access by biometric door locks, while our 24-hour surveillance network complements and reinforces our security approach.

Network Security

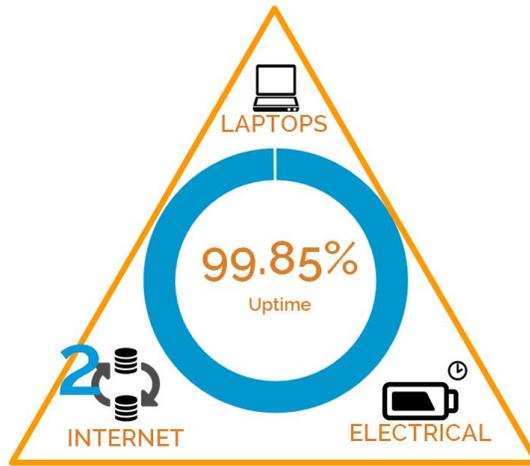
Our IT team employs firewalls, routers, unique user emails and passwords to maintain security on our network. These have monitoring systems in place. An SSL Encryption systems protect data in transit and an SFTP transition on a Jailed environment.

Additionally, our operations floor is ruled by a paperless and non-electronic environment.

Redundancy

Redundancy in the contact center is the application keeps running when a planned occurs. When looking at redundancy, you unexpected. What's most important is that resides on a different power grid. out to your primary site, the redundant by the local outage.

For this, all Agents use Laptops to take Batteries and we also have UPS Batteries in order to guarantee a 99.8% uptime.



ability to ensure that the or unexpected outage need to plan for the the redundant location Therefore, if power goes system will not be affected

advantage of their connected to our servers,

Telephony

We want to ensure that more than one carrier provider is used in order to provide service. We provide Enterprise class bandwidth for voice over IP (VoIP) through fiber optics and microwave.

- Omni-channel Services: Symmetric Fiber Optics (100Mbps UP/DOWN)
- Symmetric Microwave Signal (30 Mbps UP/DOWN)

And an automated failover system to switch (in less than a minute) in the case of a drop in service from the provider.

Connempathy

Our vision

To be considered by its employees as the contact center with the best work environment within the region.

Our values

Communication: *"Communication is key, use it to open doors."*

As a company our approach is to be open to ideas, suggestions and concerns at any level in the organization. We believe it is important to maintain an open channel in and out in order to keep growing.

Professionalism: *"Professionalism is your business card, show it to impress."*

We take our job seriously and it reflects in our commitment with our clients and organization.

Positive Attitude: *"Positive attitude... its awesome, try it!"*

Our mindset is what keeps us going, even in adversity, we think of the "how" instead of dwelling in the "who", and in this mindset is where we come up with creative ways to better our processes and standards.

Why Connempathy?



It was important for us that our company name embodied our day to day actions, not just with our clients but within our organization, and what better way but to merge the two actions that best channel our vision and values.

Connection: A logical and sometimes emotional relation or sequence that unites two ideas or individuals.

Empathy: The action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experience of another person.

Connempathy means connecting with empathy. The interactions we have with your clients are top priority, we honor and take pride in our name by showing we care and being efficient with their requests. Connempathy has been in business for 8 years and we have earned a solid reputation for ourselves. Our brand is well known in the city and we are currently working for national recognition.

What makes us different?

There are onshore and nearshore benefits:

Bicultural

Our city is a mix of two cultures, attitudes and customs, where different ethnic groups collide and make one strong vision of the world around them.

Reduced Travel Expenses

Trip expenses are minimized due to our geographical location and time zone. You get more done and leave satisfied not only with the site visit but with the local experience as well. We'll make sure you feel like you never left home.

Certification

We are INM and B.B.B. certified. We've gone through a thorough process in order to really be a best in class company so that our customers and our partners know that the service we provide is reliable and that reputable companies stand behind it.

Our Process

By adopting a structured and comprehensive hiring process, we're taking the first step in positioning your business for success by attracting the right talent. The type of talent that will help build the company culture and ultimately position your company as a leader in the industry.

A well-defined hiring process is cost effective and will streamline how you find and qualify candidates. A comprehensive hiring process is comprised of the following key steps:

1st state

- Define, create and identify the role to be filled.
- Source, market and promote your open position and receive applicants.
- Select, evaluate candidates for the position and company culture.
- Verify, follow up with ideal candidates to confirm the skills and information they've represented.

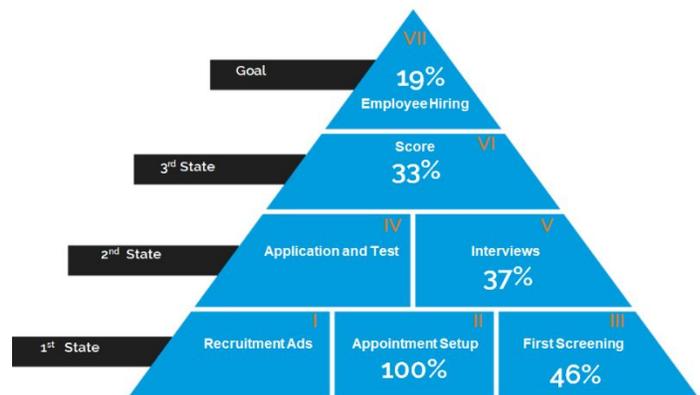
2nd state

- Apply tests to determine if the qualifications and skills mentioned in the first screening are met.
- Interview selected candidates to get a feel of their persona and make sure they are the best option for your position.

3rd state

- Gather all possible candidate and compare scores.

4th state (Goal)



- Employee hiring.

Training

They say that if you want something done right you got to do it yourself. This is why the first training session for any new employee is done by you; you set the expectations and any policies and procedures to follow. After that we take over, having learned firsthand from the source, training any new employees.

Content development

We create and personalize any content you may need for training purposes, we know about diversity in the training environment, that is why any content created is guaranteed to be in line with the industry's best practices.

Operations

Our primary goal is to improve customer satisfaction, it's not enough for our company to just provide your customers with a phone number. We have to make sure to strategically design our operations in a way that improves customer service and minimizes the major sources of customer frustration. In order to achieve that, we include all of our best practices and operational procedures available.

Our Customer Service is comprised of two stages (Learning Curve and Stabilization) beginning at training completion.

Learning Curve (1 to 30 days)

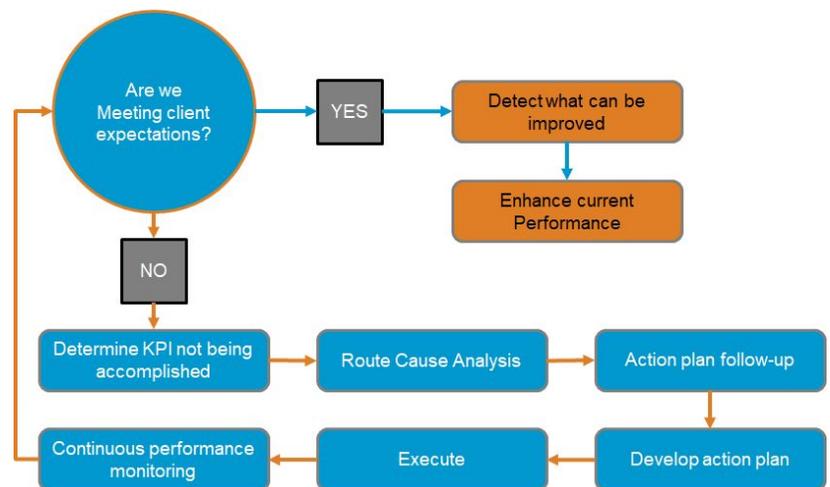
A learning curve is a process where people develop a skill by learning from their mistakes. In order to make the learning curve as short as possible, we go over the following activities:

- Constant meetings to discuss common issues that agents might be facing and keeping an accurate log.
- Develop action plans (based on a deep root cause analysis) to mitigate and prevent challenges.
- Development of Quality Assurance format (or embrace our client's format) to monitor the performance of the agents, asses, score, and give them feedback.
- Develop a "scorecard" to monitor specific Service Levels and Key Performance Indicators.

Stabilization (30 days After GO LIVE!)

Once the learning curve stage has ended, the project begins to take form and you will start seeing the everyday quality of service that we as company provide:

- Supervisors and management work hand in hand to monitor day to day metrics. If any deviation is found, a root-cause analysis session is held to come up with a specific action plan and execute it.
- Implement a motivational plan designed for seasonal or regular bonuses to boost results. Regular operational meetings are held with the Client to propose improvements, update info, and discuss weekly, monthly, and quarterly operational results.



Solutions

We are experts in world class solutions, we are proud of what our teams accomplish every day on all levels in our organization to cater to your needs

Our teams are trained to provide expert service and technical support with empathy and professionalism, these two are key to create a lasting effect on your clients, they will leave happy with your services.

You can expect only the best results when it comes to catering for any of your client's needs, be it:

- Customer care
- Technical support
- Professional services

Focus

Customer retention can be difficult in these times, especially with social media and third party companies that scrutinize each one of your policies and standards. Our experience in the matter will put you at ease and you can trust that the service provided will reduce the number retention calls.

Our focus is to provide the best customer experience, we understand your customer's needs and we offer solutions based on your policies and best practices; we also go a long way to keep your customers happy within your standards, thinking of ways to help your company along the way with first hand intelligence of what your customers want and need.