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AnswerNet Joins the GBA Global BPO Alliance

Allows North American contact center to expand global footprint.

AnswerNet, a full-service provider of inbound, outbound, automated, and BPO call center services in North America, announced today it has joined the GBA Global BPO Alliance (GBA) as a new member.

The GBA brings together independent BPO (business process outsourcing) providers from Asia, Europe, Africa to provide a single point of contact for clients to offer BPO services in multiple languages by native speakers with the same level of service quality and local prices of each country. The addition of AnswerNet gives GBA an even greater global reach into the North American market, specifically the United States and Canada.

AnswerNet is enthusiastic about being a GBA partner and member. According to Gary Pudles, AnswerNet CEO & President, "Even though AnswerNet has been operating in 5 different countries for 10 years, this further solidifies our company as having a global footprint. We look forward to working with organizations, big and small, to provide them with the benefits of local service internationally and international service locally. For our North American clients, they can continue to count on AnswerNet to provide solutions that can be delivered locally but managed centrally."

The GBA Global BPO Alliance is equally pleased to welcome AnswerNet as a new provider partner. According to Denis Guittet, Chief Executive Officer of GBA, "We are excited to welcome AnswerNet into the GBA family. By joining our alliance, AnswerNet helps our organization to extend our reach into the North American market, which has been a goal of the GBA. We believe this new partnership will be beneficial to both parties."

About GBA Global BPO Alliance

Established to be a strategic partner for companies promoting globalization, GBA's mission is to continue to provide its corporate users around the world, no matter where they are located or what language they require, with peace of mind that they will be able to use a variety of BPO services at reasonable prices over the long term. Currently there are 14 companies that are members of GBA. www.gbacallcenter.com

About AnswerNet

Headquartered in Willow Grove, PA, USA, AnswerNet is a full-service provider of inbound, outbound, automated, and BPO call center services. Since its inception in 1998, the company continues to supplement call center competencies to world-class organizations. With over 25 sites and over 2,000 full time employees across the U.S. and Canada, AnswerNet has the expertise, capabilities and resources to deliver our clients customized high-service solutions, design and deploy client-specific program training, and provide best-in-class management tools and solutions. www.answer.net.com

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Gary Pudles, *President & CEO*



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