

For Immediate Release

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## AnswerNet Acquires 11 Companies in 11 Months

*Expands BPO Service Offerings in Energy, Telecom, Nonprofit and Financial Services*

**Willow Grove, PA, May 2022:** AnswerNet, a full-service provider of inbound, outbound, automated, and global BPO contact center services, announces the completion of 11 call center-related company acquisitions between March 2021 – February 2022.

At the onset of the pandemic in 2020 while many businesses faced stoppages or closures, AnswerNet was called upon to offer various Covid19-related services, including support and assistance with contact tracing, Emergency Rental Assistance Programs (ERAP), state unemployment claims, and others. As the vaccine was introduced, scheduling and other vaccine-related work expanded AnswerNet's Covid/BPO service portfolio further.

As this Covid-related work began to dissipate in 2021, several well-respected companies with strong operations and steady cash flows approached AnswerNet looking to sell their businesses. In the words of Founder & CEO, Gary Pudles, ***"The time came to make a choice; do we downsize or do we reinvest in the company? We chose the latter, and here we are."***

### The 11 Acquisitions:

1. A **spinoff of a large Canadian contact center operator** in Halifax, NS
2. **FineLine**: Winnipeg, MB (nonprofit donor services including "keying and caging" operations)
3. **Mathews Answering Service**: Great Falls, MT
4. **TPV.com** (aka **Data Exchange**): Tulsa OK –first of four third-party verification (TPV) companies
5. **TrainNow.net**: Seattle-based learning management system (LMS)
6. **Ansercomm Telephone Answering Service**: Hackensack, NJ, Maple Shade NJ, and N. Fort Lauderdale, FL
7. **Action 1 Answering Service**: Mountain Top, PA
8. **VoiceLog**: San Antonio, TX (TPV)
9. **Quality Contact Solutions**: Aurora, NE (large dedicated BPO & telemarketing provider)
10. **TrustedTPV**: Severn, MD
11. **Calibrus**: Tempe, AZ (TPV & BPO)

### Becoming a Leader in Third-Party Verification and Nonprofit Donor Services

With the purchase of these four leading TPV providers (*Calibrus, TPV.com, TrustedTPV, VoiceLog*), AnswerNet acquired businesses that have completed 115 million+ verifications and is now the largest provider of third-party verification services in North America. With the FineLine acquisition, AnswerNet now supports 50+ internationally known nonprofits, including American & Canadian Red Cross, Salvation Army, Humane Society, Habitat for Humanity, and Doctors without Borders.

Pudles adds, "These acquisitions help us further our story that we started in 1998 as a single-location telephone answering service with roots back to 1929, and have emerged as a global BPO provider who continues to lead by delivering all forms of world-class telecommunications and technology services."

### About AnswerNet

Headquartered in Willow Grove, PA, AnswerNet is a full-service provider of inbound, outbound, automated, and BPO call center services. Founded in 1998, the company has over 30 sites with 2,000 full-time employees across the U.S. and Canada. Specialty divisions include Agriculture, Nonprofit, Education, Appointment Setting, Energy, and Third-Party Verification.