



The Business of Virtual Call Centers

Arise 

*Get in on the \$18 Billion a Year
Call Center Market*

AriseWorkFromHome.com

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We have all heard stories about, or been a victim ourselves of, poor customer service. You call customer service, because you're having an issue with your mobile phone or you want to book a cruise, and you leave the call unsatisfied and frustrated. As a matter of fact, 86% of consumers stop doing business with a company because of a bad customer experience.

Customer experience is a competitive differentiator for many U.S. brands. In fact, 62% of organizations view the customer experience provided through contact centers as a competitive differentiator and 82% recognize "accuracy and quality of information" as the most important customer experience attribute.

Bringing Call Center Opportunities Back to the U.S.

Cost considerations are still important to companies, but customer perception is close behind – so this means companies who want to bring their customer service on-shore in the U.S., are looking for innovative methods and new partners to provide their U.S. customers with homegrown, quality customer service.

After years of outsourcing call center work offshore, companies have begun to homeshore these opportunities due to customer dissatisfaction with their interactions with representatives in overseas call centers. According to a Wall Street Journal survey, as a group, those North American companies that outsourced their customer service saw a drop in their score on the American Consumer Satisfaction Index. As such, a recent survey of global contact center industry leaders found that just over half of the world's call centers are now located in the United States.



About Arise

Arise Virtual Solutions is changing the way companies think about call center services. Arise provides a virtual platform to connect primarily work-at-home service professionals, running small call center businesses, to Fortune 500 and other large companies.

What Does this Mean to Someone Looking for New Business Opportunities?

This confluence of circumstances brings to light an opportunity for a new type of call center. Not a giant brick and mortar operation with multiple shifts and lower level full-time employees – but rather small virtual call centers that are flexible, nimble and responsive companies that can quickly ramp up and down based on customer need.

Most major contact centers use work-at-home agents in some capacity. And thousands of small businesses have opened in the U.S. over the past decade, in parallel with the backlash to offshoring, to take advantage of this fact.

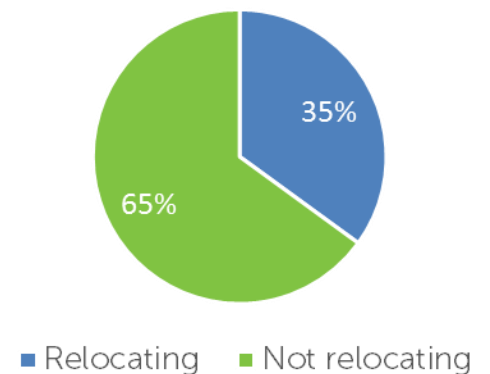
A Hand-Up for Mini-Call Center Start-Ups

Across the United States there is a large majority of small call center service organizations that partner with Arise Virtual Solutions.

Arise is a technology company that provides infrastructure and support which allows small businesses to provide call center services without major investments in call center telephony infrastructure.

Arise provides small call center vendors access to cutting-edge technologies, solid infrastructure, and a client base, which includes many Fortune 500 companies. Arise makes it easier for small businesses to get in the call center industry, on their own terms, and is committed to providing the technology and infrastructure that small businesses need to build a successful call center business.

Contact Center Facilities



35% of organizations are actively planning to relocate contact center facilities – and the United States is the location of choice for many relocation and/or growth plans.

Tapping Into Existing Call Center Software and Telephony Technology

Arise Virtual Solutions has a network of tens of thousands of independent, small businesses that have access to a built-in client base of many Fortune 500 companies.

As part of the Arise network, small businesses provide call center services on programs for various clients in a variety of sectors, including retail, telecom, travel and technology, within a 100% virtual infrastructure provided by Arise. Some of these businesses are made up of a single employee/owner – others have agents working for them, the largest among them have hundreds.



56% of organizations believe cost and quality management are equally important – and this is where the opportunity for small business entrepreneurs comes in.

Be a Part of the Trend

Are you ready to tap into the \$18 billion a year opportunity that is the call center industry? This industry has been thriving since the 1960s and as the tide moves toward virtual agents, and homeshoring, now is the time to partner with Arise. Start the registration process to join the Arise Vendor Network today!

**Start-up costs include cost of background check, CSP101, and \$30 - \$189 for client certification class enrollment. Equipment costs may vary (high speed internet, phone equipment, dedicated phone line). Incorporation fees vary by state.

Think it Costs Too Much to Start a Call Center Business?

Think again. Arise removes the barriers of entry into the call center market to empower our small business partners. Benefits of partnering with Arise include:

Low start-up investment
The average call center business that partners with Arise has start-up costs ranging from \$200 to \$2,000**, compared to the \$2.8 million required to start a traditional brick and mortar call center.

Available clientele
Arise sources projects for large clients and your business provides the great customer service for some of the most recognized brands in the world of travel, telecommunications and more.

Choose a focus area for your company
Specialize in customer support, tech support or sales support – the choice is yours!

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For over a decade, Arise's platform has enabled superior and extremely flexible customer contact, business processing and consulting solutions for numerous companies around the globe, uniquely blending crowdsourcing innovation, virtual technology and operational efficiencies to deliver an enhanced customer experience for a company's customers.

