



# CCU Global Profile 2021



[www.ccu.global](http://www.ccu.global)

# Best practice outsourcing

CCU (**Call Centre Universe**) is part of a global group that delivers multi-channel core customer contact, alongside technical support, voice and non-voice application services.

Global outsourcing experts for customised outsourcing solutions, designed for your business and your customers needs, it's management comprises of international leaders from around the globe, boasting 100 years of experience.

Our guarantee is to offer premium services within the international outsourcing and offshoring industry, with a proven consistent approach and expert solutions at the same time giving the most cost effective benefit to our clients.



Process	Markets		Campaigns
<ul style="list-style-type: none"><li>Inbound</li><li>Outbound</li><li>Email/Comms</li><li>Social media</li><li>Webchat</li><li>Multi-channel</li><li>Online</li><li>Telemarketing</li><li>Sales</li><li>Hot Key</li><li>IT</li><li>Help Desk</li><li>Technical Support</li></ul>	<ul style="list-style-type: none"><li>Health</li><li>Media</li><li>Retail</li><li>Hospitality</li><li>Recreation</li><li>Insurance</li><li>Travel</li><li>Utilities</li><li>Time Share</li><li>Legal</li></ul>		<ul style="list-style-type: none"><li>Customer Services</li><li>Retentions</li><li>Tech help-desk</li><li>App Development</li><li>Back Office</li><li>Sales</li><li>Up-selling</li><li>Appointment setting</li><li>Outbound Sales</li><li>Resolution Centre</li><li>Billing</li><li>Collection</li><li>Marketing/Design</li></ul>

## Our vision and ethos

We are committed to changing the fortunes and success of businesses around the world. Operating to the following statements keep us focused on this goal:

- **Accountability** breeds response-ability.
- **Agility** speed and responsiveness are the keys to future success.
- **Inspiration** doesn't just happen. You have to go after it.
- Embrace **Simplicity**.
- Honour commitments - **Integrity**.
- **Collaboration** - Great things in business are never done by one person.
- Think **Outside the Box**.

# | Our guarantee to you

CCU has one simple mission – to positively impact our client's services and solutions by providing best process, state of the art technology and the very best in human capital, all within a cost-effective model whilst collaborating with the very best to assist in achieving.

Our skill set is widespread across multiple entities, we have the experience to deliver on every level. We are international leaders in our field boasting over 100 years of expertise, across multiple industries.

We promote best practice and take ownership for our clients, allowing us to drive and deliver key business results whilst at the same time driving down cost and improving performance across all areas.



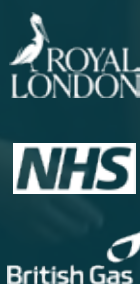
# | Our portfolio

Our guarantee is simple – we offer offshore solutions with onshore performance. There is no trade off when it comes to quality and cost whilst working with us.

**"CCU is just an extension of our business.  
They share our vision and ethos."**

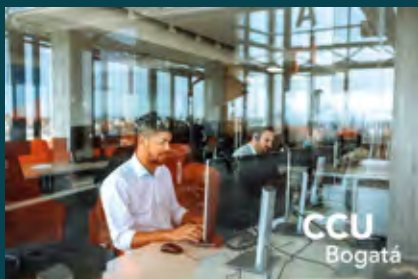
★★★★★

Alex Simunovic - Direct Digital





The market is competitive, fast paced and ever changing so the need to adapt quickly is key, which is where we excel. We are proactive with our clients who face major challenges from cost variations, this demands taking solutions to market at speed. Market trends show the BPO model is now one of the top strategies used by organisations to meet their goals, CCU understands this market we are positioned to drive your business forward and provide you with the strategic direction and add value to your organisation.



## Our global neighbourhood

**CCU is one of the largest providers of outsourcing services to the global community**

We are able to offer our clients a truly global service covering multiple continents.



# We are CCU

The Centre of your Universe

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[www.ccu.global](http://www.ccu.global)

[connect@ccu.global](mailto:connect@ccu.global)