

APAC in Davenport

APAC offers its employees a terrific work environment with:

- Flexible schedule options
- Advancement potential
- Paid career development training
- On site restaurant, wi fi access and personnel lounge
- Ample benefit structure with incentives for good performance

Davenport Facility

Center Highlights:

- One of Davenport's largest employers
- One of Quad Cities America Metro's largest employers
- Established in 1996
- 51,800 square feet
- Approximately 660 workstations
- Large employee lounge area with an assortment of vending machines
- Employee Information Boards throughout the facility
- 5 training rooms
- 24x7 operation

At APAC Customer Services, Inc. our mission is clear: "We help our clients serve their customers better."

Leveraging skills in complex inbound customer care services and solutions, APAC's core competency is helping our clients meet their corporate goals. We do that by applying innovation, value strategies and a team of customer care professionals committed to high quality interactions.

APAC Value

Every day, more than 9,000 APAC employees interact with millions of customers. Our teams go beyond simply responding to customer interactions. They provide value strategies, adeptly managing consumers' demands for multiple touch points on the phone, on the web, and via email and direct mail.



Davenport Facility APAC Overview

APAC is a multinational leader in outsourced services with nearly 35 years of experience and more than 9,000 professional contact management employees across the U.S. and Philippines. We are a public company built on long-standing client relationships with Fortune 500 market leaders. Our flexibility and expertise enables us to respond to opportunities and meet clients' changing business needs. As an established company with a consistent, proven approach, we are recognized as a leader within our industry:

- Ranked in the Top Ten of Service Providers for More than 17 years by Customer Interaction Solutions magazine
- Earned Gold Level 2006 MVP Quality Award for Complex Healthcare online support program in Philippines
- Recipient of 2005 & 2006 Industry Awards for high-quality, results-oriented solutions
- 2005 CRM Excellence award winning program reaches high quality standard in our Manila location





Center Capabilities:

- Complex Customer Care on behalf of Fortune 500 industry leaders
- Multi Channel Contact Management
- Bilingual
- Licensed Agents
- Expert-level service training
- Self Service Capabilities
- Licensed Pharmacists

City Facts:

Davenport, Iowa offers open access to the Mississippi River through parks and vistas like no other city on the Mississippi.

- County seat of Scott County
- Davenport and surrounding area population: 368,000
- A total of 27 parks throughout the city
- Located on the longest stretch of the Mississippi river with rapids
- Average resident age: 34 years old

Community Involvement:

- United Way Campaign
- Local Schools
- Katrina Relief Fund
- Red Cross
- Food Banks
- Sponsor of local sports team
- Chamber of Commerce

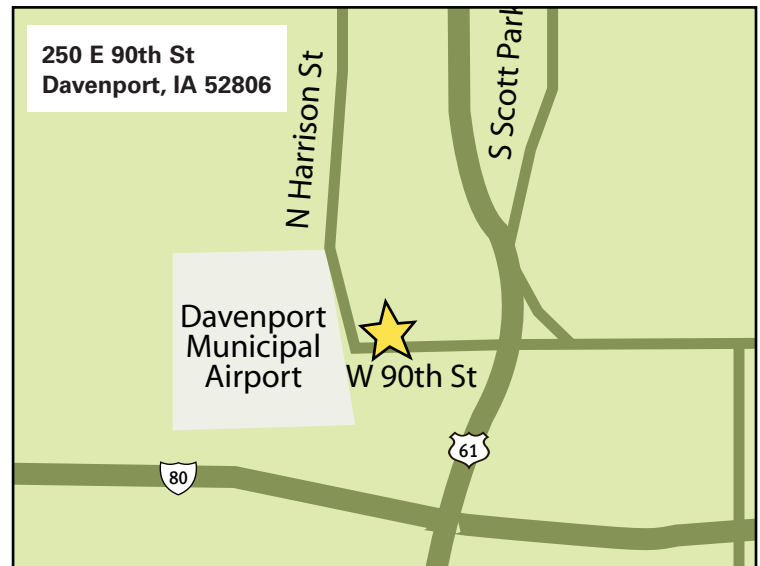
Exceptional Labor Force:

- More than 45% of local employment population in service/retail industry
- More than 10 local colleges
- Diverse cultural population

Plenty to do:

- Mississippi Valley Blues Festival
- Sturgis on the River
- Putnam Museum and IMAX Theatre
- John O'Donnell Stadium
- Figge Art Museum
- Vander Veer Botanical Park
- Northpark Mall
- Stampe Lilac Garden

APAC in Davenport



Most importantly, APAC is committed to each employee's success. Our teams are provided with clear objectives, the tools and training to get the job done and the coaching and personal development to advance your career. Learn about Davenport job opportunities at:

www.apacjob.com/davenport
or by calling **1-800-229-9365**.

APAC The Customer Care Experts