

# APAC in La Crosse

## APAC offers its employees a terrific work environment with:

- Flexible schedule options
- Advancement potential
- Paid career development training
- Ample benefit structure with incentives for good performance

## La Crosse Facility

### Center Highlights:

- Established in 1997
- 40,000 square feet
- Approximately 350 workstations
- Large employee lounge area with an assortment of vending machines
- Employee Information Boards throughout the facility

## 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.



## La Crosse 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
- Expert-level service training
- Self Service agents
- Bilingual agents

### City Facts:

The city of La Crosse, WI offers the scenic beauty of the autumn season, the festivals of summer, and the recreation and natural beauty of the spring and winter.

- County seat of La Crosse County
- Population: 52,000 approx.
- Average resident age: 30 years old
- Winner of 2002 Main Street Award
- Surrounded by bluffs
- Site of 18th century fur trading post and medical stop

### Community Involvement:

- United Way Campaign
- Katrina Relief Fund
- Local schools
- Salvation Army
- Sponsor local sports team
- Annual parade
- American Cancer Society
- Chamber of Commerce

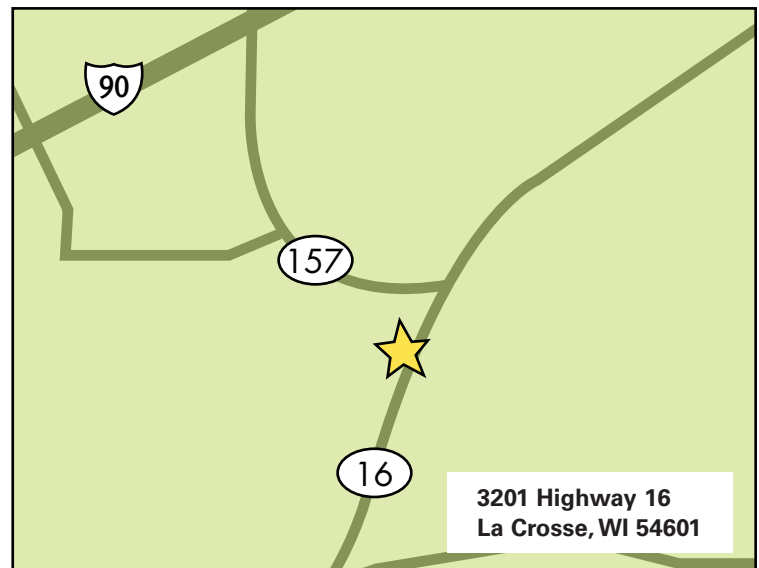
### Exceptional Labor Force:

- The largest portion of the workforce is in the service/retail industry
- Excellent community for employer growth
- More than 10 local colleges

### Plenty to do:

- La Crosse Symphony Orchestra
- Viterbo Fine Arts Center
- River Town
- Grandad's Bluff
- Oktoberfest
- Riverfest
- Irishfest
- La Crosse Loggers
- Historic Downtown La Crosse

### APAC in La Crosse



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 La Crosse job opportunities at:

[www.apacjob.com/lacrosse](http://www.apacjob.com/lacrosse)  
or by calling **1-608-779-8537**

# APAC The Customer Care Experts