

Are you looking for a more effective way to route
hundreds or thousands of inbound calls a day?

Let me
connect you...

DATAMARK[®]
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Our specialized Customer Care Solutions integrate 4 key elements to support efficient call center operations:

Expedited Call Routing System (ECRS)

Enhanced system application maximizes operator productivity, minimizes call handling time and improves the overall customer experience

Employee Training

Employees undergo rigorous screening and training processes to meet quality assurance standards

Performance Monitoring

Employees receive daily feedback to identify areas for improvement and enhance customer interaction

24/7 Support

A dedicated account manager is available 24/7 – ensuring a direct line of communication is available for immediate support



Experienced

DATAMARK, Inc. is a U.S.-based BPO service firm that has provided end-to-end, back-office processing solutions for city, state, and federal agencies as well as Fortune 1000 companies for over 20 years. With a flexible workforce of over 2,200 employees worldwide, DATAMARK offers multiple cost options and versatile services tailored to each client's unique requirements.

Key Features:

- **Process Migration Methodology™ (PMM)**
- **Scalable Solutions**
- **Bilingual Staff (English & Spanish)**
- **Interactive Needs Analysis & Problem Resolution**
- **Inbound/Outbound Customer Contact**

Locally Owned & Operated

Established in 1989 by Bill and Becky Holmes, DATAMARK began operations in El Paso, Texas, with 26 employees and one client. By 2001, this family-owned business had brought more than 3,000 jobs to the El Paso area, as well as numerous partnerships with Fortune 500 companies. DATAMARK has been featured in a number of local publications, including *Twin Plant News* and was awarded the UTEP Family Business Award for “Family Entrepreneur of the Year”. DATAMARK’s El Paso headquarters house the company’s Software Development, IT, Project Management, Human Relations, Sales and Marketing departments. The company is counted among the top 10 El Paso employers and continues to enjoy strong growth in the El Paso community.

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Need more information?

(915) 778-1944

www.DATAMARK.net

43 Butterfield Circle, El Paso, TX 79906 USA