



blueocean  
contact centers

## About Us

Blue Ocean Contact Centers is an award-winning Canadian company. Since our establishment in 1994, our best-in-class contact center services have helped some of North America's leading organizations create a competitive advantage through customer service.

We're creators of practical solutions to real problems that enhance the relationship our clients have with their customers. Blue Ocean Contact Centers strengthens and enhances these relationships and builds lifetime loyalty with every contact.

We operate three contact centers in Canada (Halifax, Saint John and Vancouver) and our experience extends across a variety of industries that include technology, telecommunications, retail, finance, travel and tourism.

## Our People

We're the best in the business – from the front lines to the executive offices.

Blue Ocean Contact Centers employs well educated, motivated people. 80% of our Agents are university educated. Our rigorous recruitment process ensures we hire the right talent for each project and our ongoing quality assurance programs guarantee that only the very best people will be in contact with your customers.

Likewise, our leadership team is among the most experienced in the country. We've built our careers immersed in contact centers, customer contact programs and market research.

## Our Services

We excel in focused, custom-designed programs in the 20-100 seat range.

Blue Ocean Contact Centers specializes in providing services where the quality of our people can make a difference.

Our multi-channel services include:

- Premium customer experience solutions
  - Registrations and reservations
  - Customer service and support
- Market research data collection

## Why Choose Blue Ocean Contact Centers?

Simply put, we deliver bottom line results by enhancing our clients' brands with every contact. Blue Ocean Contact Centers brings:

- A cost-effective, high-quality solution
- Strategic locations in the top contact center sites in North America
- Skilled, highly educated Agents with a strong culture of customer service
- Multi-lingual capabilities
- Low Agent turnover
- The latest in contact center technology including e-mail and web chat
- Custom-designed, flexible, scalable solutions

**Call us today at 1 866 658 2969 to discuss your outsourcing requirements.**

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