



## Profile

CCS International (CCSI) has two distinct elements to its offering, which can be combined to provide a comprehensive service to all clients.

The core business is a Contact Centre Management & Development Consultancy specialising in education, customer management, and outsourcing. This enables organisations to optimise return on investment in CRM, contact centres and direct channels to market. Offering both strategic and tactical services to international corporations, and at the same time, working to heighten the profile of the Contact Centre industry globally. With the latter objective in mind, CCSI has partnered with the London Chamber of Commerce and Industry Body (LCCI) to accredit their proprietary training across many global jurisdictions, and thus provide it with international recognition.

Additionally, CCSI partners with Line of Sight Management Consultancy (LOS) to offer clients the opportunity to further leverage their investments in ALL areas of the business, by providing an organisation-wide assessment and re-alignment process. Focusing on an ethical, customer centric approach, this process is a proven method for maximising results by placing the customer experience at the heart of corporate working practices, by providing tools and support which are integrated into every area from boardroom through to front line staff.

CCSI is unique – as a consultancy dedicated to the **development, recognition education and execution** of the tele-business industry throughout Asia Pacific.

CCSI specialises in developing recognised and **accredited education** and **career development** programmes for call centres. It's a lot more than just about training.

CCSI provide **consultancy** and **project management** to develop effective Contact Centre strategies and solutions for your business as well as the **Build Operate Transfer** model (BOT).

CCSI provide two models of outsourcing – **Traditional Outsourcing** and also facilities management – **Contact Centre Hotel**, where clients can just rent space and infrastructure.

In conjunction with LOS, CCSI provides a complete **Organisational Re-Alignment** process, which **Increases Revenues & Reduces Costs**, thereby **Maximising ROI on all company initiatives** by placing the **Customer Experience into the Boardroom**.

CCSI is British owned and managed and conforms to British standards and is complemented by our local partnerships on the ground in various Asian locations which provide detailed local expertise.

Combining CCSI's local expertise, with worldwide call centre & business experience, makes us a unique provider in outsourced on shore and off shore call centre solutions. CCSI is unique and has a significant strength in the China outsourcing market as it provides western standards at a localised level, providing worldwide clients with realistic and commercially sound solutions.

### Complete Contact Centre Solutions

Education    Consultancy    HRM Strategy    Management    Outsourcing



Our expertise is founded on the talent and experience of our dedicated teams of people based throughout the Asia Pacific. CCSI team has in excess of 60 years experience and have developed, set and managed highly successful key accounts for companies such as: MSN, Nokia, Citibank, American Express, Philips Electronics, TNT, Tiny Computers, Cigna, Visa, TNS, ING, Virgin Blue, British Airways. It is the specific aim of these teams to help organisations in the region to realise their true potential by optimising performance in their Contact Centres, and thereby establishing the Asia Pacific as a credible location for tele-business operations.

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