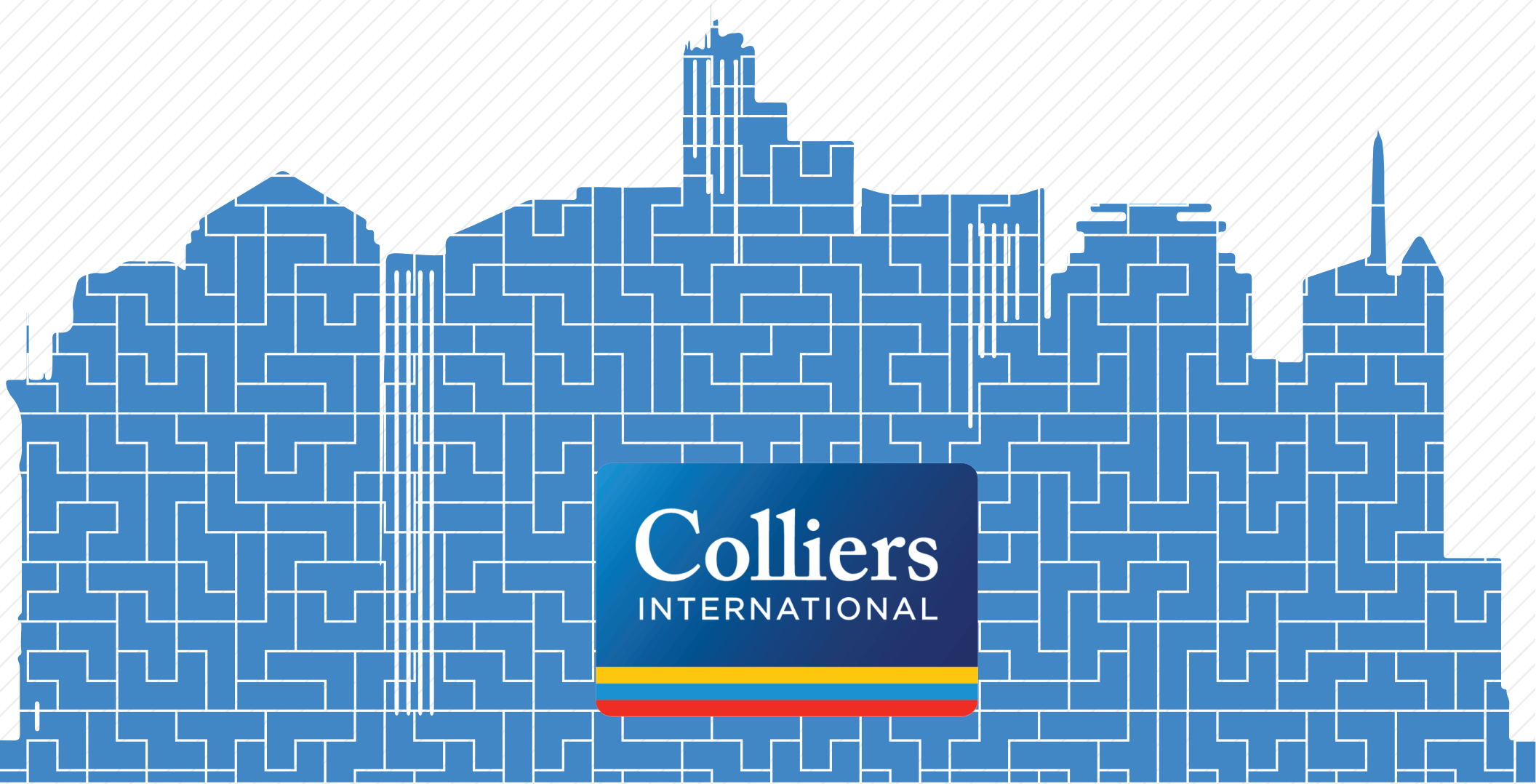




Workforce, Processes & Technology  
that Exceed Enterprise Expectations



# LEADING THE CONTACT CENTER INDUSTRY THROUGH INNOVATION & COLLABORATION



# YOUR STRATEGIC PARTNERS FOR SUCCESS

## *The Village Model*

**NEWBRIDGE AND COLLIERS INTERNATIONAL HAVE A HISTORY OF WORKING TOGETHER TO SUPPORT THEIR CONTACT CENTER CLIENTS SUCCESSES.**

*With a combined portfolio of services, Colliers and Newbridge together successfully create customized solutions for the contact center industry that exceed our clients' expectations.*

Combining our strengths and depth of experience within the contact center industry, Newbridge and Colliers raise the bar on professional services both in Best Practices for the contact center industry and in the personal experience received. Our clients represent a variety of specialized industries within the contact center:

- **Healthcare**
- **Telecommunications**
- **Travel**
- **Service Industries**
- **Government**
- **Universities/Education**
- **Hospitality**

Concentrating on their successful *Village Model*, Newbridge together with Colliers provides their contact center clients with guidance on multi-site locations, cloud connectivity to do work anywhere, process improvement such as Continuity of Operations Planning (COOP), and Workforce Solutions.

We are focused on the individual needs of our clients and work closely with them to understand their business and support them in achieving their business vision and goals. Newbridge Business Solutions and Colliers International work collaboratively to provide expert advice and successfully maximize their clients' value and growth potential.

# NEWBRIDGE BUSINESS SOLUTIONS

*WORKFORCE, PROCESSES, AND TECHNOLOGY THAT EXCEED EXPECTATIONS*

**EVERYTHING THAT WE DO AT NEWBRIDGE FOCUSES ON THREE ELEMENTS OF SUCCESS FOR THE CONTACT CENTER INDUSTRY: WORKFORCE, PROCESSES, AND TECHNOLOGY.**

## WORKFORCE

People are the cornerstone of any organization. We believe that training the right people with the proper curriculum is the key to unlocking their full potential and commitment.

## PROCESSES

Processes help people do better work, right? Having a certified process creates a standard of expectations and provides a career path to leadership through the process. Through our partnership with the North American Customer Service Management Association (NACCSMA).

NACCSMA provides a certification program for companies who are on the path to implementing or have achieved the highest standards in areas such as company culture, compliance, training and development, and more. The three Medallion Levels to achieve in this process are:

- **Platinum**
- **Gold**
- **Silver**

## TECHNOLOGY

As the leading contact center platform in the industry in innovation, customization, and affordability, Newbridge integrates with our experts and industry partners to design, optimize and support the people and processes through state-of-the-art SaaS technology<sup>1</sup>.



### Contact Center Organizations

*The Newbridge team delivers strategic and customer focused solutions which include Automatic Call Distribution (ACD), Interactive Voice Response (IVR), Omnichannel selections, Workforce Management (WFM), and Office Phone Products.*

### Education & Workforce

*Newbridge has worked successfully over the last 10 years supporting both public and private education systems to achieve the goal of contact center excellence. Through these partnerships, we develop better entry level candidates to support the staffing side of your company.*

### Business Product Services

*Newbridge offers clients a comprehensive Cloud Call Center Platform Solution which enables the seamless integration of Business Product Services such as Cybersecurity, EHR, Cloud Storage, CRM, and Payroll Systems.*

<sup>1</sup>Software-as-a-Service technology is in the cloud, requires no downtime, allows you to work from anywhere and allows for multiple work sites to connect, otherwise known as the Village Model





**66%**

of all contact centers are in the US with the largest markets being Texas, Florida, and Arizona

## COLLIERS INTERNATIONAL

*GLOBAL LEADER IN REAL ESTATE SERVICES AND INVESTMENT MANAGEMENT*

**COLLIERS INTERNATIONAL IS RECOGNIZED AS ONE OF THE LEADING FULL-SERVICE COMMERCIAL REAL ESTATE ORGANIZATIONS GLOBALLY, PROVIDING INTEGRATED SERVICES TO REAL ESTATE OCCUPIERS, OWNERS AND INVESTORS, AND BUSINESS OWNERS.**

Our specialty division works exclusively with contact center industry professionals by utilizing our extensive experience in the market and across industries and property types to deliver customized real estate solutions.

What sets Colliers apart is not what we do, but how we do it.

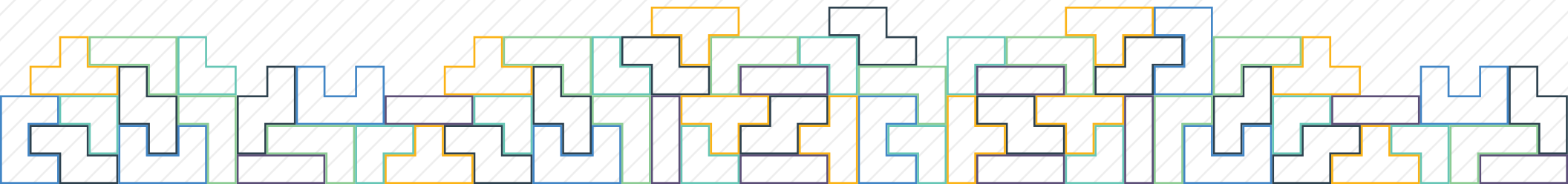
- *You'll experience forward-looking expertise that elevates value every step of the way.*
- *Good customer service is fundamental; however, we aspire to create memorable experiences.*
- *From Fortune 500 brands and global institutional investors to family-owned businesses and private investors, we represent dynamic clients who seek us out for our expertise and unique attention to the overall client experience.*
- *We simply think differently and that produces innovative outcomes.*
- *By understanding and anticipating our clients' needs, we strive to make real estate a competitive business advantage and a strong financial asset.*



Wherever you do business, we are dedicated to driving exceptional results with the right property solutions for your contact center needs.

*"Clients are looking for great service and results—and that's what we deliver."*

**—Bob Mulhern, Senior Managing Director**





# THE NEWBRIDGE AND COLLIERS DIFFERENCE, VALUE, & COMMITMENT

**TOGETHER, NEWBRIDGE BUSINESS SOLUTIONS AND COLLIERS INTERNATIONAL PROVIDE A SINGLE POINT OF CONTACT AND A COMPREHENSIVE PORTFOLIO OF CUSTOMIZED SOLUTIONS TO FULFILL OUR CLIENTS' REQUIREMENTS. SOME OF OUR SPECIALIZED SERVICES INCLUDE:**

Whether you are creating a new contact center, relocating an existing one, or adding additional locations to your portfolio, Newbridge and Colliers understands the unique property and building types, processes, workforce and technologies that the contact center demands. From the first decision to the last, your success isn't just our focus – it's our priority.

- *Market Research*
- *Site Selection*
- *Project Management*
- *Workforce Solutions*
- *Process Improvement*
- *Technology Solutions*

**Connect with us to learn more:**

[www.newbridgebusinesssolutions.com](http://www.newbridgebusinesssolutions.com)

[www2.colliers.com/en](http://www2.colliers.com/en)

