

## **About USA800**

USA800 was founded in 1976 as a call center services provider. With a focus on investing in the company's people, process and technology, USA800 has experienced revenue growth of over 30%+ in the past three years in a mature competitive industry.

In 1991, USA800 became employee-owned and is now the largest employee-owned contact center in the United States. Over the years, USA800 has expanded services to provide multi-channel support (chat, e-mail, inbound, outbound). Additionally, USA800's live agent services have evolved to provide high-end performance based sales acquisition and high-touch customer care support.

Today as a 24x7 service provider, the company employs 1300+ employee-owners across three Midwest contact center facilities owned and operated in Kansas City, Missouri; St. Joseph, Missouri; and Halstead, Kansas.

On a daily basis, USA800 processes over 40,000 contacts, serving a cross-section of industries including: Catalog, Communications, Consumer Goods, Education, Financial, Government, Healthcare, Insurance, Not-for-Profit, On-line Retail and Utilities.