



Elevate your experience

with Ascensos, Europe's leading customer
service outsourcing partner

Elevate your experience



Delivering a world-class customer experience which feels effortless and personal requires proper technique and expertise.

As customer engagement experts and insight driven CX technologists, we combine our approach and passion with your brand's distinct style, to create a performance both exceptional and unique for your valued customers.

At Ascensos, we bring a fresh and mindful approach to customer service outsourcing. We strengthen brand-customer relationships with a beautiful blend of smart, agile tech, and an entrepreneurial spirit that gives our clients an edge within their industry.

We call it your unfair advantage because we do things differently. We're innovators - it's embedded into our culture. We're disruptive thinkers, motivated by our passion for quality, with an uncompromising dedication to delivering with a personal touch.

We are a strategic partner to a growing number of premium brands who recognise our experience and credentials and benefit from our innovative solutions. Our growing network of award-winning contact centres spans the UK, Romania, South Africa and Turkey, with teams working together to support our international client base.

Not only are we growing our international network, we're also expanding within the UK with the launch of Ascensos Local. The move will bring a range of high quality digital jobs to rural and semi-rural communities across the UK, helping to regenerate these regions through excellent job creation opportunities.

We recognise that forward-thinking brands are committed to offering an exceptional world class customer experience, and a crucial part of creating that special customer experience is embracing the brand identity that your customers love.

Our ongoing investment in digital customer care platforms and our approach to delivering customer engagement across social platforms, online communities and other digital channels sets us apart.

We think this makes for an exciting combination, so if you're looking for a fresh approach to outsourced customer service, we can help.

Get in touch to find out more. We would be delighted to discuss your requirements.

John Devlin

CEO & CO-FOUNDER
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Experience a fresh approach to customer service outsourcing

We specialise in delivering bespoke, future-first solutions for our clients and their customers.

Whether you're looking to offer an omni-channel experience, advance your current customer service levels, or would like the flexibility to scale, you will need help from a trusted partner who can deliver.

At Ascensos, not only are we agile, but we also consistently deliver the world-class customer experience that your customers deserve.

We work with clients to identify their needs and desires and create bespoke, innovative solutions that will help them to achieve their goals. It's vitally important to us that as a partner, we become an extension of your team.

We call it your unfair advantage because we do things differently. If you need a fresh approach to customer care, we should schedule a call sooner, rather than later.

Peak Support & Capacity

Help to scale. From a safe pair of hands.

We understand your challenges and pains. We've done this before - award winningly well. Our team comprises seasoned customer engagement experts, with decades of experience in delivering contact centre solutions. Ascensos will feel like an extension of your own team and you will receive results quickly, with the quality and confidence you can expect from a trusted partner.

Digital Transformation

Expert technology guides for your customer-centric journey.

Our advanced technological capabilities and analytics underpin all that we do. In today's multi-faceted world of ecommerce, customers have increasingly high expectations of exceptional service, enabled by ever-evolving technology.

When it comes to emerging technologies, our fingers are on the pulse. We'll be your trusted technology experts, combining a human-centric approach with smart agile tech. Confidently guiding you through your digital journey to establish an intelligent and effective customer experience.

Multi-lingual Customer Service

World-class customer service. One conversation at a time.

Strengthening the loyalty of your international customer base means consistently meeting the demands of customer diversity - from a variety of different time zones, cultures, and languages.

At Ascensos, we are strategically positioned to deliver multi-lingual customer engagement which is scalable, flexible and exceptional, to provide world-class contact centre support to your global marketplace.

Customer Insights & Analytics

Smart technology, driven by smart people.

We harness audience-led analytics and cutting-edge technology, drawing data at scale from multiple sources to create intelligent insights that are powerful, timely and relevant. By working collaboratively, we'll use our expertise to help you deliver improved results that meet your business objectives.

Omnichannel Customer Solutions

Next generation customer support in an omnichannel world.

Providing a seamless customer experience, regardless of which channel they have chosen to use to interact with your brand, is a long-term commitment. Our fresh approach to customer care extends far beyond the on-boarding phase.

With a focus firmly on continuous improvement, we will be your trusted experts, leading you through every phase of the customer journey as we work collaboratively to create memorable customer experiences that deliver real benefits to your business.

Digital Tribe

Following the recent opening of our Cape Town operation, we have taken a significant equity stake into a South African technology business, Digital Tribe, which specialises in autonomous customer solutions.

This partnership will further enhance and accelerate our digital, RPA and AI propositions, and allows us to access Digital Tribe's leading suite of products and machine-learning technologies. We can now build an expanded range of pioneering future-first solutions, giving our clients the edge in their markets.

Digital Tribe
AUTONOMOUS CX

#theATeam

Our world-class team is the lifeforce of Ascensos and we are fortunate to have the very best talent in the customer experience industry.

Our global army of A-players – who we like to call the #theATeam – is committed to supporting you, guided on the path to success by our outstanding leadership team.

Our leadership team comprises industry experts and thought leaders with decades of experience in delivering award-winning omni-channel contact centre and CX solutions.

Together we work #asOne, towards a shared goal – delivering top-tier results for our partners and a world-class customer experience for their customers.

Think of us as a safe pair of hands - we've done this before - award winningly well.

At Ascensos, we don't recruit on a one size fits all basis, and our approach is designed specifically for each client to ensure we always recruit the right people for the right job.

How else will your ambassadors be passionate, loud and proud about your brand?



A WORLD-CLASS TEAM



Born local, grown global

Strengthening the loyalty of your international customer base means consistently meeting the demands of customer diversity from different time zones, cultures, and languages.

Since opening our first operation in Scotland, our business has grown rapidly and our network of contact centres now spans the UK, Romania, South Africa and Turkey, with teams working together to support our international consumer base.

entrepreneurial spirit and personal touch are qualities that only an independent, owner-managed business can truly deliver, and our global footprint means we are strategically positioned to support our clients' growth aspirations.

We provide customer experience outsourcing solutions with agility, flexibility, and passion. Our renowned

Motherwell

UK

Scotland is where it all began for Ascensos. We opened our first office in Motherwell in 2013, with a view to boldly transforming customer service outsourcing. Fast forward eight years and we have been cited as a Best in Europe industry benchmark for our partnership approach, our leadership's ability to navigate a crisis, and excellence in customer service.

Motherwell is the operational hub from where we grew our European business to support both our UK and international consumer brands. Our bright, spacious, state-of-the-art Motherwell site has been shaped to provide a flexible and energised multi-client environment.

Clydebank

UK

Our second base in Scotland, in Clydebank, has a modern vibe, featuring contemporary interiors, chill-out spaces for staff and delicious food choices from our on-site caterers.

At our Clydebank Campus, we have two adjacent PCI compliant operations facilitating a 600 seat capacity. One is a multi-client hub, while the neighbouring building is host to a dedicated multi-channel client-environment, where undertones of #theAteam harmonise superbly with a fully immersive DIY brand experience.

Isle of Wight

UK

Within one year of opening, our Isle of Wight Ascensos contact centre was awarded Europe's Top Contact Centre Support Team at the prestigious 2018 European Contact Centre & Customer Service Awards.

Ascensos is one of the Isle of Wight's biggest employers. We are lucky to have our fantastic army of staff and pride ourselves on hiring local talent. Nowadays, workers are seeking a job that offers flexibility and slots easily into their busy schedule. That's why we offer a range of temporary and permanent customer service outsourcing jobs in Cowes, designed to fit a variety of lifestyles.

Bucharest

ROMANIA

Making a splash in Eastern Europe, our operation in Romania's capital Bucharest is fueled by our multi-national translation specialists and customer care experts.

350 seat capacity operation is situated in an extremely accessible city centre location, set up to accommodate a dedicated client environment and a bespoke inbound bureau service.

Our talented team has the capability to provide support in over 14 languages, as well as the expertise to meet seasonal demand and manage complex projects for multi-lingual customer support.

Istanbul

TURKEY

Launched in summer 2020, our Turkish site is located on the Asian side of the Bosphorus Strait, in a central business district of Istanbul. The largest metropolitan city in Europe, Istanbul is cited as a natural gateway between the European and Asian continents and is one of the world's leading centres for business.

Within our spacious, state-of-the-art premises, we offer a capacity of 700 across seven floors, with an on-site canteen, excellent transportation links and on-site parking. Together with its central location, this multi-client, PCI compliant environment also boasts breathtaking views of the Bosphorus Strait.

Our Istanbul team offers a high-calibre of talent, which is second to none, and we are proud to host our first multi-lingual Arabic-speaking team here, as well as many local and multi-cultural expatriates who support a variety of global brands in their customers' local language; including English, German, French, Spanish, Russian, Greek, Turkish and Polish.

Cape Town

SOUTH AFRICA

Our most recent operation opened in Cape Town in September 2021, creating 150 jobs initially with a view to growing this number to 600 in our first year.

A premier location with a fantastic talent pool, Cape Town is a well-established market for English-speaking service delivery.

The Cape Town team will service our existing client base which includes some of the world's best-known brands, while building on exciting new business opportunities in the region.



Transform your customer experience

Ascensos has the expertise to ensure your customers receive the exceptional experience they deserve.

Whether you are looking for our services now, or you're researching new potential outsourcing partners for a future opportunity, we would be delighted to offer you a free consultation with one of our experts. Let's talk about your experience. We promise to listen and understand your business issues so we

can explore how our fresh approach will deliver an unfair advantage for your business.

Arrange your appointment today.

Call us on **03330 00 22 00** or email us at partnership@ascensos.com.

Ascensos Local

We recently opened our first Ascensos Local base in Stranraer, and over the next 12 months we plan on opening five additional new Ascensos Local hubs across the UK, creating a total of over 500 new permanent jobs.

Ascensos Local is all about bringing high-quality digital jobs to rural and semi-rural areas around the UK, in a move which will transform the way people work, by expanding our business into new areas and creating a variety of working from home roles which are supported by locally based teams.

As a result of the pandemic, there has been a massive shift towards working from home, and this has opened

up opportunities to create jobs in a different way and in a variety of new locations. There is real potential in small towns and rural communities, and the roll-out of Ascensos Local will aim to seize that opportunity and create economic value in rural communities across the UK.





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