



Protel BPO Limited, Your Best Solution for a Nearshore Contact Center Partner

Protel is an international company located in Belize City, Belize. With a 500 seat capacity facility, we offer a variety of services, including:

- › Customer service
- › Inbound and outbound sales
- › Lead generation/qualifications
- › Appointment setting
- › Technical support
- › Collections services
- › Opinion polls and surveys
- › Data entry
- › Back office processing

A team will be dedicated to your service, acting as a true extension of your company.

Protel provides high-quality, high-value contact center outsourcing services at a cost-competitive rate.

Benefits include:

- Locally owned and operated company, giving Protel the ability to offer the best rates for outsourcing services.
- Rates tailored to client's needs and options are offered beyond a simple flat, hourly rate.
- A highly educated bi-lingual workforce with excellent neutral English accents and Spanish language skills.
- A strong dedicated management team with excellent corporate structure and culture.

70%

compared to 3rd party U.S. based outsource contact centers.

50%

over your internal contact center operation investments, and as much as

30%

savings over other south and central America contact centers.

Belize is the only country in Central America with English as the first language, and U.S. based strong cultural affinity influence.

Protel utilizes the latest technology to ensure ease of interaction with your company, security measures that protect your data and a reliable network to support uninterrupted connectivity. When necessary, Protel can integrate with a client's technology and software systems.

Protel provides:

- Connectivity through International Private Lines
- Protected networks through Barracuda firewalls
- Internet access through ARCOS-1, a fiber ring that circles the Caribbean region, which provides abundant redundancy and consistency
- PCI Certification
- ISP Redundancy
- Green PC Environment
- All systems on Smart UPS



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Protel BPO is located in Belize City, Belize. Belize is both a Central American and Caribbean Country. Belize is located on the mainland between Mexico and, Guatemala. It is approximately 1.5 hours from Miami by air. Dependent on daylight savings time, Belize is either on Central or Mountain time zones.

