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Advantage Communications Expands Contact Center Operations With New Strategic Location in Jamaica

The new location will increase Advantage Communications current number of seats in Jamaica by 25 percent, allowing the company to keep up with increased demand and continue to offer its state-of-the-art contact center solutions to a growing list of clients.

[Harbour St, Kingston, Jamaica - May 21, 2019] Advantage Communications Inc., (www.advantagecall.com) a top Jamaican and Canadian contact center that uses innovative new technologies to design a more strategic and superior customer experience for its clients' customers, has continued its rapid expansion with the announcement of a brand-new contact center facility in Jamaica.

The new contact center, which is based on Harbour Street in Kingston, Jamaica, has opened as a direct response to the increased demand for Advantage Communications' world-class customer service solutions. The location will increase the company's existing capacity in Jamaica by 25 percent.

It will allow Advantage Communications to continue to reinvent and disrupt the traditional call center industry, with its modern approach that uses highly-innovative technologies to lower customer effort while providing exceptional brand experiences on behalf of its customers.

The new location joins Advantage Communication's existing two contact center facilities already located in Jamaica, meaning the company now has three locations with prime, high-tech workspace, providing the most professional contact center agent work environments in Jamaica. It also joins Advantage Communication's two contact centers in Canada - including its headquarters on Prince Edward Island.

"Advantage Communications is currently in the process of rapid expansion, and Jamaica, alongside Canada, is the natural choice for that growth," said Randy Clapp, Chief Revenue Officer at Advantage Communications Inc. "Jamaica's motivated and well-educated workforce will allow us to continue to offer unparalleled contact center solutions to our growing list of high-profile clients."

Advantage Communications decision to expand in Jamaica was a strategic one. Not only is Jamaica in close proximity to major North American markets as a nearshore contact center solution, Jamaica also offers a highly-educated workforce by offering BPO-specific training at the university level.

Celina Hendriks, Regional Site Director at Advantage Communications' Jamaica, commented: "Advantage Communications has built an extremely strong reputation within the BPO sector in Jamaica, and this new location will help us keep up with ever-increasing demand from new clients. Jamaica is the third largest country in the America's where English is the native language. That, combined with the country's motivated, plentiful, and college-educated population, is ensuring that we can go above-and-beyond for the companies that we partner with."

If you would like more information about the contact center programs and technologies that Advantage Communications offers, please contact Randy Clapp at randy.clapp@advantagecall.com.

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About Advantage Communications Inc.

Advantage Communications Inc. (ACI) is a leading North American Contact Center outsourced service provider of Tech Support, IT Helpdesk and Customer Service. ACI provides smarter, more efficient outsourced BPO solutions that are custom-designed to be an extension of your business model and your brand. ACI's contact centers are located in bilingual Eastern Canada and nearshore Jamaica, to provide scalable solutions, reliable business continuity, and the best-branded customer experience across the board.

To learn more, call or visit Advantage Communications at: www.advantagecall.com