



## Client Success Stories

### Financial Services

Whatever your strategy for growing your business - finding new markets, increasing market share or cross-selling your products and services - Horizon can help you win new customers with targeted outbound sales campaigns.

Horizon Contact Centers has offered Financial Debt Management services to clients in the U.K market at a time when the credit crunch was continuously draining confidence in global economic prospects and causing economic distress. One of such of our client is Sterling Green, a Public Limited Company based in Manchester City, for whom we do 'warm-calling' and sales on tax payment plans / debt solutions for high bracket tax debt in both business to consumers and business to business.

Our Quality Assurance monitors all the calls made to reflect the client's standards and manage the brand perception through offering after sales customer service surveys and constant feedback to service delivery teams to enforce compliance.

Horizon Contact Centers is East and Central Africa's first state-of-the-art and fully on demand International Contact Center and Business Process Outsourcing (BPO) Company, offering a broad portfolio of voice and non-voice services to the global market. With a world class facility in Nairobi, Kenya and a scalability to house over 1,200 agents, Horizon the largest Outsourcing Contact Center in the region.

For more information, visit: [www.horizoncontactcenters.com](http://www.horizoncontactcenters.com).

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