

## **HORIZON Contact Centers** *Corporate Profile*



# Contact Center and Outsourcing Solutions that deliver Real Value to you and your Customers

**Location:** HQ Nairobi, Kenya

**FTE's** - We have capacity to hold 1,200 agents

Horizon is the largest contact center and BPO in Kenya. With an on-demand best of breed technology, we can handle voice or non-voice business from anywhere in the world.

## **Overview**

Horizon Contact Centers is East and Central Africa's fully on demand International Contact Center and Business Process Outsourcing (BPO) Company. Horizon has a world-class facility within Nairobi (Kenya), fully enabled to service the global market by deploying the best of breed technology to run its operations 24 hours a day, 7 days a week.

The facility has an area of over 40,000 sq ft and the scalability to house over 1,200 agents, making it the largest Outsourcing Contact Center in the entire region.

The training and recruitment department of Horizon is spread over 5,000sq/ft. This enables it to process large intakes of staff and accommodating them in a modern and well equipped environment to ensure continuous skills development for its best in class workforce.

Horizon was formed in early 2009 when a group of international and local investors saw that the future in Kenya's ICT sector lay in its ability to be a competitive player in the BPO space.

Horizon's Processes, Infrastructure and Technology have been designed and built specifically to create a Contact Center and BPO environment conducive to efficiency and effectiveness.

We also provide our staff with state of the art tools and technology to achieve their objectives and more importantly: be successful in servicing our clients and partners.

At Horizon our ethos is that the core of our operations is our people. We have created a work friendly and conducive environment that will allow our staff to enjoy an on-site Bistro, Internet Café, Chill Out Zones, Library Study and provision for a Doctor's surgery.

The Horizon's Management Team has a combined experience of over 60 years in the Outsourcing/BPO sector. They have collectively amongst themselves implemented, operated and managed Contact Centers and BPO's in the U.K, U.S, South Africa, India and for the last 4 years, Kenya with great success.

At Horizon we have a complete redundant electrical infrastructure with dual backup UPS, Generators and a central monitoring security room connected to facility access control and CCTV systems.

Horizons operations are a seamless extension of our clients' office. Our strong operating culture defines our process effectiveness that aims at delivering real business results and strategic value to our clients. We integrate our capabilities with those of our client's to drive business process effectiveness with the objective to increase efficiencies and improve business outcomes.

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## Why Horizon?

### A Cost Effective Offshore Alternative

- Passionate, Innovative and Highly Competent
- Anglophone, Hospitable Graduates
- Virtual Zero Culture Gap
- A Dedicated, Accredited and Experienced Management Team

### Customisable Solutions To Every Scenario

- Increase Revenue Streams
- Improve Customer Experience
- Reduce Costs
- Spread Risks

### A state of the art facility

- Secure Premises with Integrated Access Control
- Accessible; Minutes from the International Airport
- Fully Redundant Power Backup
- Large scalable capacity of 800+ seats; 24/7 On-Demand Operations

### Best of Breed Technology

- Redundant Fiber Links
- High-end Data Centers
- Fail Safe Mechanisms
- Proven Technical Expertise

### A Unified Communication Solution

- Unified Contact Center Management Platform
- Multimedia Channel of Communication
- Intergrated Quality and Scheduling Solution
- Robust Performance Management Capability

### Our People Our Core

- Employer of Choice; Focus on Talent Development
- Our Values - Innovation, Excellence and Integrity
- Selective Recruitment, High Retention
- Conducive Work Environment - Bistro, Chill out Zone for Staff

### Relentless Focus on Quality & Process Excellence

- Focus on Value Creation - not just work transfer
- Quality Assurance at all levels
- Continuous Improvement
- Benchmarking and Best in Class

## Our Services

Contact Center Services

Collections

Training & Content Solutions

Finance & Accounting

Human Resource & Payroll Services

Analytics & Data Management

Procurement

IT Services

Reengineering

Quality Assurance

Workforce Management

## Our Sample Clients



**Get in touch with us to see how you can benefit from our services**

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