



PAC BIZ
Contact Center Outsourcing



CAPABILITIES STATEMENT

Company Summary:

Pac Biz Contact Center Outsourcing is a 24/7 call center based in Dumaguete, Philippines. Founded by Philippine/American Dual Citizen, Eric Mulvin in 2015 with only 5 staff. Today they employ more than 250 staff, providing amazing customer experiences to companies across the US, Canada and the UK.

Certifications & Awards

- Great Place to Work Philippines Certified (July 2023 - June 2024)
- HIPAA/SOC II Compliant
- ASU 100 - 2023 Fastest Growing Companies
- MBE Certification Pending

Differentiators:

- Under 20% attrition annually
- Personality testing for recruiting talent
- Core values of Family, Respect, Teamwork, Compassion, & Personal Growth
- Over 450,000 calls handled a month
- Only hire great sounding agents who have prior call center experience
- Bilingual capabilities through partners in Mexico

NAICS Description

Telephone Answering Services/Customer Service Call Centers

NAICS Code:

561421
561422

EIN Number:

47-2541974



Omnichannel Support



CHAT



PHONE



EMAIL

Contact:

Eric Mulvin
eric@pac-biz.com
Pac-Biz.com
Office: 480-771-3009
Cell: 480-208-3339

PAC BIZ
**Support
for Scaling**

Pac Biz Phoenix

2303 N 44th St, Ste 14-1255, Phoenix, AZ 85018

Pac Biz Dumaguete

2F dRoze Building, Purok Kalubihan,
Daro, Dumaguete City, 6200,
Negros Oriental, Philippines

**Great
Place
To
Work®**

Certified

JUL 2023-JUL 2024

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