



for clients' needs
in Port Arthur since 1998

The Sitel-Port Arthur site opened in 1998, with the capacity to employ approximately 700 associates. Currently, housed at the facility are three accounts, a Technical Helpdesk, Wireless Communications and Cable-Internet Company.

Sitel provides fully integrated customer care, fulfillment and back office processing services that focus on delivering a return on customer investment to our clients reducing service costs, improving customer retention and increasing revenue per customer. Port Arthur handles primarily inbound calls for both Technical Support and Customer Service accounts.

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Sitel is a global Business Process Outsourcing (BPO) leader. Formed by the merger of ClientLogic and SITEL in January 2007, the new company meets clients' customer care and transaction processing needs through 65,000 associates in 28 countries. The new Sitel provides world-class solutions from on-shore, near-shore and offshore locations across 145 plus facilities throughout

North America, South America, EMEA and Asia Pacific. The new company's award-winning services provide clients with the strategic insight, scale and diversity of offerings to ensure the best return on their customer investment. The company is privately held and majority owned by Canadian diversified company, Onex Corporation. For more information, please visit <http://www.sitel.com>.

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