



PUTTING PEOPLE FIRST

GlowTouch is a Business Process (BPO) company providing contact center, process, and IT outsourcing solutions to meet your individual needs.



## Personalized Business Outsourcing Solutions

Keeping you competitive through delivery options, efficiencies, high customer satisfaction, and improved sales.

**CONTACT CENTER  
OUTSOURCING**

**PROCESS  
OUTSOURCING**





**TECHNOLOGY  
OUTSOURCING**

### Expertise

 **177% ROI** Turning daily interactions into sales

- Solve:** Taking the time to combine each other's best practices to improve resolution rates.
- Satisfy:** Understanding your customer needs and treating them as individuals leads to greater satisfaction.
- Sell:** Earning the opportunity to sell to your customers by serving them at a high satisfaction level.

### Experience

-  **17 YRS** in Business
-  **8+ M** Interactions Every Year
-  **4.5 YRS** Agent Tenure
-  **100%** University Educated

### Channels

Our renowned customer care offerings support critical aspects of your business, such as:

-  **Voice**
-  **Email**
-  **Chat**




### Scalability

Whether you need to start with a small program or quickly scale to a large operation, we can deliver to your needs.

### Locations

- Global Headquarters**  
9931 Corporate Campus Drive  
Suite 1400  
Louisville, KY 40207
- Boston Office**  
15 Network Drive, 3rd Floor  
Burlington, MA 01803
- Mangalore Office**  
Near Kings Park Layout  
Maryhill, Mangalore - 575 015  
Karnataka, India
- Bangalore Office**  
IndiQube Edge  
Outer Ring Road, Belandur  
Bengaluru, Karnataka 560103

### Get in Touch

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GlowTouch is a Woman Business Enterprise officially certified by the Women's Business Enterprise National Council (WBENC).



# Solutions That Improve All Stages of a Customer's Journey

## CONTACT CENTER OUTSOURCING

We help you acquire, retain, delight, and grow your customers across all channels and throughout the customer lifecycle. GlowTouch provides multichannel capabilities, including voice, email, and chat, with locations in the United States and India.

## PROCESS OUTSOURCING

We streamline a company's administration needs to drive greater efficiencies and performance. We assess, design, and operate your processes to achieve your goals. Our services include the handling of data entry, mining, back office processing, and managed services.

## TECHNOLOGY OUTSOURCING

GlowTouch offers technology services to support a wide variety of functions to reduce costs and improve your capabilities. Our experts provide custom software development, systems integration, mobile applications, QA, testing, and network monitoring.



**Vidya Ravichandran**

PRESIDENT AND FOUNDER

In her leadership role, Vidya is devoted to four complimentary vocations: adding value to her clients' bottom line; enhancing their customers' experiences; providing her employees with a workplace where they will thrive; and supporting her local and international communities. She manages all four endeavors with a "People First" mindset.

In addition to steering GlowTouch, Vidya is deeply committed to several ethical, enduring philanthropic causes and non-profit boards in education and the arts. She is a fierce advocate for STEM education, especially for women, and cares deeply about inequity in access to opportunities for women and minorities. Vidya was appointed by the Governor of Kentucky to serve on the Council for Post-Secondary Education, where she is striving to improve the pipeline of educational and career opportunities for all Kentuckians, irrespective of their backgrounds.

## Our Values

We lead with a **Putting People First** philosophy: *Our clients, their customers, our workforce, and the communities in which we do business.*

## Diversity Statement

*"As a woman-led company we support diversity by offering additional opportunities for women, minorities, and other groups to thrive in our company and in their lives."*

A Partner Dedicated to Being a True Extension of Your Team