



Manitoba Customer Contact Association

Company / Contact Information

Question	Response
Company Name	SR&J Customer Care Call Centres Inc
Primary Contact	Stephen J. Higgins
Primary Contact Email	shiggins@srjgroup.com
Primary Contact Phone Number	204 487 5990
Company Website	www.srjgroup.com
Street Address	611 Academy Road
City	Winnipeg
Province	Manitoba
Postal Code	R3N 0E7
Years in Business	11
Number of locations	1
Customers include - include company names if possible or at least your market focus	<div style="border: 1px solid black; padding: 5px;">Our market focus is both consumer and business to business with Global 2000 clients</div>
Average number of agents employed	200
What customer languages can you accommodate?	English, French
List where your contact centers are located	Winnipeg, Manitoba

Initial Contact

What is the easiest way for potential partners to initially contact you (e.g., phone or email)?

Toll Free: 1888-852-7640 or E-mail: sales@srjgroup.com



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Areas of Expertise

Question	Response
What size program / client do you focus on (e.g., small, midsized)?	small to large
What industries do you focus on (e.g., financial services, retail)?	Automotive, Transportation, Internet, Telecommunications, Finance, Sports, Health Care, Advertising, etc
What applications do you focus on (e.g., inbound service, help desk, order entry, technical support)?	Inbound/Outbound Sales and Service, Help Desk, Lead Generation, Customer Satisfaction Survey, etc
Do you focus on business-to-consumer or business-to-business, or both?	
What contact channels do you provide services for (e.g., phone, email, chat, IM)?	Phone, E-mail, Chat, IM
Do you provide services for inbound outbound both	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
What sets you / your company apart?	Our greatest asset is our people. We hire and train the best people and provide them with the resources they need to reach their full potential. We also utilize leading-edge technology to achieve excellence in efficiency and security.
Describe one or two successful programs – include the ROI, impact, results.	
How are the majority of your programs priced (e.g., cost per-minute or per-hour fees for each agent or call)?	majority cost per hour and per minute



Program Questions

Question	Yes	No
Can you provide a virtual (e.g., home based) agent labor pool?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Can you provide dedicated program agents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you provide consulting services for your clients?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you have a minimum program size?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Have you dealt with customers who come to you with little or no training or process documentation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will you accept seasonal or peak volume work only?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are you 24/7?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can you provide U.S.-based agents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you allow clients to dial in directly (on their own without notification) to monitor customer –agent interactions?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you allow clients to dial in directly (on their own without notification) to monitor customer –agent interactions?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you represent or resell any products or services from other vendors?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, please describe here:		

Accolades

Have you won any awards? Yes No
 Are you published? Yes No

Please describe any awards or publications:

SR&J is the proud recipient of the 2009 Consumer's Choice Award for Business Excellence in the Call Centre category. Other awards include the Conference Board of Canada, Top Employer of Youth, Best Technology Award by the Science and Technology Board, Economic Innovation and Technology Award by Industry and Trade, and the Highest Employee Satisfaction Award; Best Training and Performance Management Award; and the Community Award by the Manitoba Call Centre Association.

Publications include articles in TeleProfessional Magazine, The Winnipeg Free Press, The Winnipeg Sun and several others.