



Delivering More Than Just Customer Service

Building customer loyalty is tougher than ever before. A quality product sold at a reasonable price is just not enough. Companies must be able to respond to their customers quickly, effectively and completely. The answer is Edcor's Outsourced Contact Center Service Solution.

Contact Center Services are not just customer services with email. To build business and increase the bottom line, companies must be able to cost-effectively create a valued customer relationship or experience. This entails an ability to intelligently field and answer consumer inquiries through all communications channels (phone, fax, e-mail, and Web).

About Edcor

Founded in 1982, Edcor serves as a single point of contact, with in-house capabilities to provide all functionalities for clients from initial strategic planning, design and cost benefit models, through the migration process, with continuous performance improvement operational management.



For 20 years, Edcor has successfully migrated existing customer programs and platforms to more cost-effective

outsourced solutions. Its clients include more than 80 Fortune 1000 companies. Headquartered in Pontiac, Michigan, Edcor has more than 500 onsite agents on site, and access to more than 1000 agents in Florida and Canada.

Edcor is both an Application Service Provider (ASP), applying appropriate software and related services, as well as a Business Service Provider (BSP), operating and managing all aspects of the customer contact center within our facilities.

Based upon client needs, Edcor can offer a customized solution that ranges from simple consulting to transforming a company's customer service functions into a completely integrated CRM program.

Single Source Provider

Fully integrated CRM solutions provided by Edcor combine such traditional productivity-enhancing technologies as Phone, Fax, Automatic Call Distribution (ACD), and Interactive Voice Response (IVR) with new technology, including E-Mail Response Management Systems (ERMS), Web collaboration, and Computer Telephony Integration (CTI).

Together, these channels, which include multilingual and international functionality, provide customers worldwide with anytime, anywhere communication, while streamlining the customer contact center environment and simplifying operations. All customer interactions are administered, managed, and reported through a single centralized system in order to build a foundation for customer profiling.



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ISO 9001
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Discover More About Edcor's CRM Solution.

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