

## **IT Approach & Technology**

C9 Digital, is proud to provide best-in-class facilities and technology to power our client's work. We provide state-of-the-art work space and IT infrastructure through our partnership with Sales Rain, the largest BPO office provider in the country.

### **Hours of Operation**

- Our facility is available for client campaigns and outsourcing 24/7. We can provide services 24/7, 365 days a year.

### **Internet Speed**

- C9 Digital teams are provided commercial grade, dedicated fiber optic internet lines with a combined download speed of 45 MBPS (Globe & Converge are our 2 local telecom providers). Clients that need more speed can make a special request and we can adjust internet requirements on a per campaign basis.

### **Computer System Technology**

- All campaigns come standard with HP or Dell Pentium i5 computer terminals, including 8GB RAM, 250GB HDD (all data stored on an Amazon S3 cloud server). Licensed Windows 10 Professional software, 21" computer monitor screens.

### **Audio Technology**

- All inbound and outbound voice talent for C9 Digital are provided Logitech H540 USB Computer Headsets with HD sound quality, noise cancelling microphones, and sound optimized work spaces.

### **IT Support**

- All C9 Digital staff are provided with 24/7 IT support on all equipment used during the course of any campaign.

### **Language Support**

- C9 Digital, out of our Eastwood Office, support the following languages. English, Spanish, French, German, Italian, Japanese, Mandarin, Cantonese, Korean during all available time zones.

### **Facility Security & Data Protection**

- For enterprise level security and control over access to client information, all entry points, to both our main workplace, as well as specific workspaces for individual teams, feature both biometric fingerprint scanners and CCTVs.

### **Backup Power Generators**

- Our workspaces feature 2 primary power generators with a backup system and procedure in place in the event of natural disasters, emergencies or other power failures.

### **CRM Technology**

- All clients in need of a CRM solution are provided Hubspot. Benefits of Hubspot include advanced capabilities as well as strong core functionality as a customer service, outbound sales and inbound digital marketing platform. We can also work with your existing technology if preferred.

### **Telephony (PBX), VOIP Technology**

- C9 Digital uses Amazon Connect, as our cloud-based PBX and VOIP provider. This allows us to provide the most competitive rates for inbound and outbound calls in the world. For clients in need of IVR and Outbound automation we specialize in building AI powered conversational interfaces via Amazon Lex.

**Seat Capacity**

- Our current facility at the IBM Plaza building can currently accommodate up to 300 full time agents.

**Location & Workforce Talent**

- C9 Digital draws its workforce from Eastwood City and the surrounding Metro Manila area. We do a combination of our own digital marketing, online job post advertising, as well as live events to grow and maintain our talent pools.