



## **iQor Inc.**

### **Fact Sheet**

- iQor, Inc. is a premier provider of call center services specializing in collections, account receivable management and customer retention services. iQor is the 3<sup>rd</sup> largest debt collection company in the world and is ranked in the top 20 of all call center services in the world.
- The company is a business process outsourcing (BPO) arm to many telecommunication and financial services companies, government organizations and other Fortune 1000 companies. With more than \$330 million in revenues and annual growth projections in the high teens, the company is backed by Guggenheim Partners with management holding a significant equity stake.
- Vikas Kapoor is the president and chief executive officer of iQor. He joined iQor's leadership in 2004 with a mandate to turn around the company after it acquired 14 companies during an industry-wide consolidation period. Rather than shrink from global competition in the highly competitive call center space, Mr. Kapoor took steps to ensure that the mid-sized iQor is able to compete in the global market, including:
  - Establishing a global network of centers of excellence including North America, Europe, India and the Philippines
  - Huge investments in state-of-the-art technology to be more responsive to our clients, eliminate compliance issues and generate new efficiencies;
  - Increasing wages and benefits for call center workers to improve retention including incentive-based programs and FlexTime scheduling for call center employees (increasing both productivity and quality of work);
  - Successfully restructured the financing of the company to create a balance sheet and cash flow that allows for growth and acquisition.
- As a result of these improvements, iQor has turned in an impressive twelve consecutive quarters of organic revenue and margin growth.
- Headquartered in New York City, iQor has more than 8,000 employees worldwide in North America, Europe, India and Asia. More information can be found at [www.iQor.com](http://www.iQor.com).

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