

In the global BPO industry, our unparalleled experience and expertise set us apart as a leader in the field, a distinction that becomes evident when compared to the typical offerings of brokers and marketplaces. With decades of dedicated service, PITON-Global stands as a testament to the profound understanding and mastery of the BPO landscape. This depth of experience, amassed over time, is a crucial differentiator, offering insights and strategic acumen that are rare to find elsewhere in the industry.

"In a market saturated with undifferentiated providers - jack of all trades, masters of none - the key challenge lies in finding, evaluating, and shortlisting contact centers or BPOs with deep domain expertise in your industry and the services you require. This process is not just important; it's mission-critical. The ability to adeptly navigate this landscape determines the ultimate success or failure of an outsourcing venture. We've perfected this process, ensuring our clients not only find the right partner but also embark on a path to sustained outsourcing success."

- John Maczynski, Co-CEO

Criteria	Brokers & Marketplaces	PITON-Global (BPO Advisor)
Leadership Industry Experience	Less than 10 years	Close to 60 years (combined)
Business Model	Lead generators / Transactional	Business advisors / Outcome-focused
Initial Client Engagement & Ongoing Involvement	Fill out form, receive quotes, minimal follow-up	Detailed 1-hour discovery call, consistent engagement throughout the outsourcing process
In-Depth Knowledge and Understanding of All Technologies, Processes, and Industry Compliance Requirements	No	Yes
Outsourcing Experience in the Philippines	Less than 10 years	22+ years (from Day 1 of the Industry)
Outsourcing Experience in India	Less than 10 years	20+ years
BPO Experience on Both Vendor and Client Sides	Most no, very few yes	Yes (for over 5+ decades)
Hands-on Working Experience with Fortune 500s	No	20+ years
Vendor Network Focus	Small and medium cost-focused providers	Medium to large quality-focused providers (people, processes, technologies, facilities)
Global Reach/BPO Capabilities	Some countries	37 countries

Our unique service offering is designed to cater to the specific needs of each client, contrasting sharply with the more transactional and less involved approaches of brokers and marketplaces. We engage deeply with our clients, starting with a comprehensive discovery process to understand their unique challenges and requirements. This approach ensures a more tailored and effective outsourcing strategy, guided by our seasoned team of experts. From stringent vendor selection focusing on quality and specialization to sustained involvement throughout the outsourcing journey, our process is meticulously crafted to ensure success. In essence, PITON-Global doesn't just provide a service; we offer a partnership, backed by a legacy of expertise and a commitment to excellence.