

Presentation: Off Shore Outsourcing

In today's world of the call centers there are many pros and cons for going near shore (El Salvador, Nicaragua, etc.) or "off shore" – Philippines. In this discussion, I will review what I see as the benefits to these markets and the issues we have encountered – especially in today's political climate. I hope it sets us up for a lively discussion.

Presenter: Larry Walters, Vice President, Focus Services



Laurence Walters has over 25 years of experience in the Telecommunications sector, 15 of that in call centers leadership. He came to Focus in December 2014 to oversee our domestic call center operations. He is best known for driving results by creating a sense of community and engagement. These practices were highlighted in the Gallup book 12: The Elements of Great Managing. Chapter 5 was dedicated to his management style.