



# Building an Exceptional Company Culture

**The Complete Guide**

A Comprehensive Handbook for  
Cultivating Workplace Brilliance

## Building an Exceptional Company Culture

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# "Culture eats strategy for breakfast."

The author of this legendary quote is the famous management consultant Peter Drucker, who understood that culture is critical to your company's success.

Culture drives the decisions that your employees make every day. It shapes how they feel about their work. It can accelerate or damper their performance. It is the primary factor driving them to leave or influencing them to stay. Culture can also be a competitive advantage - by reducing employee turnover and driving customer loyalty.

Strategy can't succeed without a culture in place that supports it. Yet many business leaders haven't caught on. Either they don't prioritize culture - or they're failing at it.

According to Gallup, only 23% of people are engaged at work. The rest are disengaged or "quiet quitting." They feel stressed, unappreciated and disconnected.

People are unhappy at work, and pay isn't the problem. According to researchers at MIT, the primary factor driving workplace dissatisfaction is toxic work culture.

Employees are looking for meaning and an environment that enables them to thrive. When they don't find it, they leave.

# About This Guide

At Peak Support, our number one priority since the very beginning has been to build a mission-driven, values-driven company where employees loved coming to work. We believed this was the critical foundation we'd need to deliver exceptional service for our clients.

Since then, we've grown to thousands of employees around the globe. We've doubled every year for the past four years. We've done this while maintaining **the highest Glassdoor rating** in the business process outsourcing (BPO) industry. And we've done it with a 100% remote team.

A great culture means employees are excited to come to work at the start of the week. It means they have real relationships with each other and look forward to talking to one another each day. It means they feel connected to their employer and motivated to contribute to the success of the organization.

*A great culture means employees are excited to come to work at the start of the week.*

Are you:

- Interested in how to develop an inspiring and motivating culture, whether remote or not?
- Concerned about the reliability of a fully remote team in comparison to a collocated one?
- Looking for an outsourcing partner who can help you maintain exceptional customer relationships?

Then this is the guide for you.

We've broken down the seven principles that have enabled us to create an exceptional work culture so you can implement them yourself. We've also included a free card deck with 70 ideas for engaging your team. You can keep it at your desk and use it for inspiration whenever you want to ensure your employees feel great about their jobs.

Though we are a remote company, these principles are relevant to any company - no matter where your people sit. But implementing them can be more challenging in a remote or hybrid environment, when leaders are accustomed to working in person. So we've included a section specifically calling out what remote workplaces have to do differently if they want their employees to feel connected and engaged. Changing any culture requires continuous and consistent effort over a long period of time. But it's worth the effort. People want work that provides meaning, and employers that give it to them can build an incredible competitive advantage.

**Do you want to improve your company's culture? Read on.**

# What is Culture?

Culture has become such a nebulous term that it's helpful to start with a definition.

In a few words, culture can be defined as: "how we do things around here."

Culture is shaped by the people you employ, the behaviors that everyone exhibits, and every interaction that happens across your organization—no matter how small or large.



## Culture is happening:

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- When an employee asks a question and gets a supportive response – or a condescending one
  - When someone tries something new and fails, and is celebrated – or punished
  - When leaders receive feedback and respond to it – or ignore it
  - When an employee has an ordinary day and receives a “thank you” – or nothing
  - When an employee has a lot to do and others pitch in to help – or go their own way
  - When employees feel connected to each other – or work in silos
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The most important aspect of culture to keep in mind is this: **Culture replicates itself.**

The way the CEO talks to their direct reports is the way those direct reports will talk to their teams. This goes all the way down to the front line. Once the cycle is set, it is very hard to change or reverse.

Like a train, culture gains momentum over time. Each action or behavior gets copied by the ones who see it, reinforcing that behavior in your organization. Over time, it becomes deeply ingrained in the fabric of your company.

And culture is resistant to change. Once it's moving along the train tracks, it's hard to make it stop or alter its course. It takes consistent effort and deliberate actions to redirect or reshape an existing culture.

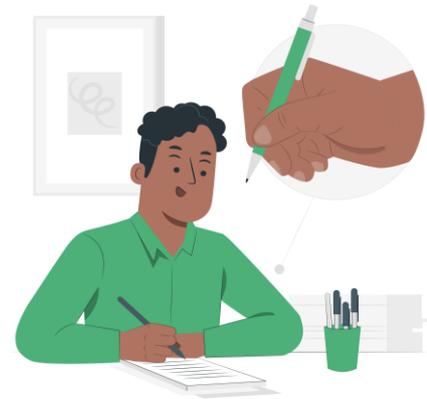
You have to make intentional investments to shape your company culture in the way you'd like. As hard as it might be to change an existing culture, it's always possible. It just takes consistent effort over time.

# Seven Principles for Creating a Great Company Culture

Every company culture is different. And everyone experiences culture differently. When we interviewed Peak Support employees to write this guide, everyone had a different perspective on the topic.

So it would be impossible to capture everything that defines Peak Support's culture. **Our Core Values, for example, are critical to our culture.**

But in this guide, we tried to identify the key factors - outside of our core values - that make our employees happy about coming to work each day.



We wanted to look at factors that we thought ANY company could replicate, even if their core values differ.

As you read the principles below, you'll see that Peak Support's CEO, Jonathan Steiman, and other senior leaders are very involved in culture. Jonathan leads the New Hire Orientation every week, for example.

That's because we believe culture begins at the top. Senior leaders need to model culture for mid-level managers, who then model it for their teams - which will include the company's future leaders.

But that doesn't mean other executives and managers can't implement these principles. All the behaviors and tactics shared in this guide can be implemented by any leader at any level.

Whatever your role, you can build a team of engaged, motivated, satisfied employees, who are excited to show up on Monday morning and get the job done.

## 1. Respect everyone

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Respect is the foundation of a positive, affirming culture. It creates a base of psychological safety for employees and is the foundation upon which all the other principles are built.

When employees feel respected, they can focus their energy on getting their jobs done - rather than continually fighting to establish their self worth.

*"I can reach out to anyone and ask any question. Everyone is so helpful and friendly."*

When I ask employees what they like about Peak Support's culture, I often hear this same refrain: "I can reach out to anyone and ask any question. Everyone is so helpful and friendly."

That's respect.

One employee told me, "At my previous BPO, if I chatted with my supervisor, she'd side-chat someone else and say, 'why is she talking to me?'"

One of our executives told me his previous CEO once threw a sandwich at his head.

That's a lack of respect.

Because respect is the foundation of a good culture, it's something we establish in every new employee's foundational training: our New Hire Orientation.

Our CEO, Jonathan Steiman, leads a portion of every New Hire Orientation. He shares the Peak Support story. He asks participants to share their stories and ideas. He tells new employees that he wants feedback, and that they can reach out to him any time to connect.

That's respect.

In the following sections, we will share specific examples of how companies can put each principle into practice. We're not doing that here, because ALL of the sections below showcase how leaders can demonstrate their respect for their teams.

Read on!

## 2. Share the "why"

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Getting buy-in from your employees starts with sharing the bigger picture behind everything you do. Sharing the "why" needs to become a habit for all leaders, all the time.

When you ask your employees to do something, you need to explain why. Show them the bigger picture, and explain how their work fits in. That's how you get buy-in.

That starts with having a mission and core values, and actually using them in your day-to-day communications with the team. The mission and core values are the "why" of your company.

But sharing the “why” is important in all company communications. Every time you roll out a new policy. Each time you start a new project. Every time you set a KPI.

Leaders should develop the habit of sharing the “why” constantly. The more you do it, the more automatic it becomes – it’s like muscle memory.



Here’s one example.

When Peak Support was founded, our team members worked on their own personal computers. In 2019, we realized we had to add security software to all devices used for work.

We made a plan. We told the team what we would do, and when.

**It was a disaster.**

People lost the ability to download pirated movies and games. One employee lost personal photos.

Team members told us their whole family relied on being able to access the device and use it for personal purposes. We had done an unintentional bait-and-switch – we hired them with one expectation about what we’d require of their personal device, and then asked for much more.

We assumed that because this was their job, they would just do it. They didn’t.

We failed to get buy-in.

So, we called an all-company meeting. We explained the growing challenge of cyber security. We explained that clients and future clients would hold us to a higher standard – and we had to meet that standard to survive.

Because of the challenges of using personal computers, we decided to buy company computers for most of the team. But we explained that would take some time, so we needed an interim solution.

The strategy worked. Our team members accepted the security software, and over time we were able to roll out company laptops.

Now, when we roll out a new security training, we get 99% of employees to complete it in two weeks – an unheard-of success rate. It’s because we constantly reinforce the “why” of security.

Of course, sharing the “why” is worthless if no one is listening. That’s why you have to communicate constantly with your team. Engage with them through multiple channels – video, email, one-pagers, infographics. Harness every opportunity to reinforce the key messages you want them to retain.



**Here are a few other examples of how we share the “why” with our team**

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- **Tell the company story.** In New Hire Onboarding for all new hires, our CEO, Jonathan Steiman, shares why and how Peak Support started, what our mission and values are, and how each team member contributes to our success.
  - **Create an engagement map.** Different employees will engage with your company in different ways. Some want webinars, some want a huddle, some engage through Employee Resource Groups, and some prefer to read an email. Map out key messages you want to send, and the different channels you can use to send them. (Learn more about this on our [podcast episode with Allyson Livingstone](#), Executive Director of Diversity, Equity and Inclusion at athenahealth.)
  - **Actively use your mission and core values.** We actively talk about our mission and core values. We turn our core values into hashtags and use them when we give shoutouts: “Thank you for showing us what it means to #AimforWOW!”
  - **Involve the team.** We involve the team whenever we revise the mission and core values. We interview team members, do focus groups, collect ideas and feedback – even from new hires. That means we have buy-in from a broad swath of the team.
  - **Explain yourself. Always.** When we recently changed a policy on promotions, we explained that employee feedback drove the change, and that we were trying to do what was best both for the business and for our team.
  - **Send video updates.** Jonathan sends video updates to the team, typically a couple Fridays a month. He shares them in multiple chat channels, via email, and sometimes on LinkedIn. Sometimes he shares important updates, sometimes he highlights a few stories from the week.
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Sharing the “why” needs to become a habit. It’s a muscle that you build, by doing it every day. And if the company’s senior leaders’ model and teach this behavior, it will become a habit for the leaders who report to them.

### 3. Seek feedback

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Employees need multiple channels for sharing ideas and concerns with the leadership team. To create those channels, leaders need to ask for feedback all the time - and when they get feedback, they need to respond.

People want to feel like their ideas and opinions count. We all want to have a voice.

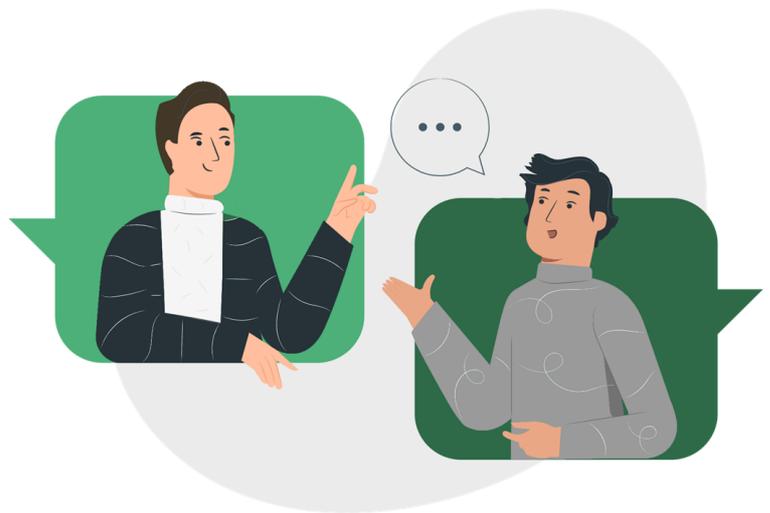
That means leaders at every level, including the top, need to actively seek feedback from employees. And when they get feedback, they need to act on it.

A quarterly survey is important, but it's not enough. A solid HR team is important, but it's not enough. Employees need multiple channels for getting their ideas and concerns to the leadership team.

Here's one example.

Wilson Wong applied for a job at Peak Support. After following up several times over the course of a month, he'd still received no response from the recruiting team. So, he [wrote a comment on a LinkedIn post](#) by our CEO, Jonathan Steiman.

Jonathan immediately reached out to the recruiting team to figure out what had happened, and to make sure they reached out to Wilson. He replied to Wilson in the comments on his LinkedIn post as well. ([Read the exchange.](#))



Most CEOs would see this as beneath them. Even some members of our internal team asked if there was any way to delete or hide Wilson's comment.

But **the comment revealed a breakdown in the processes of our recruiting team.**

By responding publicly, Jonathan let the rest of the team know that they can come to him with feedback, concerns, or ideas.



**Here are a few other ways we've fostered a culture of feedback:**

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- **Set the tone on Day One.** Jonathan leads our New Hire Orientation with every new hire, and asks participants for ideas and feedback. He reinforces that they can reach out to him any time.
  - **Reinforce it in meetings.** In our monthly leadership meeting, our Chief Information Officer, Stephen Lowe, shared a new webform for submitting ideas to IT. Jonathan, our CEO, immediately asked everyone in the meeting to spend five minutes and share three ideas for how we could make things better at Peak Support.
  - **Respond quickly to feedback.** In our Great Places to Work platform, an employee called out an issue with our internal chat platform. Unlike Slack, our chat platform didn't allow users to edit their display names or add pronouns. As a result, transgender employees were being misgendered, because the names in chat didn't match their gender identity. We created a workaround, and within three weeks we rolled out a fix.
  - **Create opportunities to ask.** Our Chief Operating Officer, Hannah Steiman, reaches out to every promoted employee to congratulate them. She asks how they're doing, and if they have any feedback or challenges. Even if the employee has no immediate suggestions, this opens a channel for feedback later on.
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*"I started listening less and maybe with a little less tolerance of other people's opinions, maybe because of getting a little bit more overconfident in my own."*

When **Bob Iger** left Disney in December 2021, [he revealed](#) that he was stepping down because he'd become too dismissive of others' ideas. "I started listening less and maybe with a little less tolerance of other people's opinions, maybe because of getting a little bit more overconfident in my own," Iger said.

Leaders should heed his words. Executives may be concerned that by opening these channels, they'll be deluged with employee complaints. We haven't found that to be true.

Overall, the value we get from the feedback far outweighs the cost of the time we put in.

## 4. Be transparent

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Transparency is not just about sharing financial results – it’s about showing your team the thought process behind key decisions, so they buy in.

Many leaders hear “transparency” and think they must open their financial books to their employees.

That’s part of it. We share financial results every quarter to the whole team, and monthly to senior leadership. We share revenue, gross profit, and EBITDA and we explain the factors driving our results.

But transparency is not only about financial results. It’s about showing your team the thought process and analysis behind key decisions, so they understand. This drives buy-in and makes employees feel valued.

In 2019, we started thinking about transitioning our team members in the Philippines from contractors to employees. We knew we’d face resistance from team members who preferred to maintain the status quo. We were changing everyone’s compensation structure – a tricky challenge and a big risk.

So **we had 1:1s** with key leaders, sharing our reasoning and analysis. When we actively started transitioning, we had many meetings to explain where we were in the process, and what our team could expect.

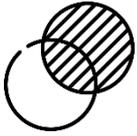
If the process was delayed, we were transparent about it, and explained why.



We even asked their feedback on pay structure. We explained the tradeoffs we were facing: that we could provide better benefits, if pay was a bit lower. Or we could pay more, but offer fewer benefits.

Ultimately, **we transitioned more than 1,000 people**, losing very few in the process.

Of course, employees have different levels of financial literacy. So you need to tailor your message to the audience and provide education where necessary.



## Here are a few ways you can be transparent

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- **Educate your team.** Not everyone knows what EBITDA is. Explain your financial results in plain language. Provide a little education if necessary. You may need to reinforce this every quarter. As always, explain the “why” – why is profit important? Why are Sales, General & Administrative expenses important?
  - **Tailor your message.** You can share more details with senior leaders than with junior leaders or individual contributors. Think about each group’s level of financial literacy, and the level of detail that will be useful for them.
  - **Include employees in decisions.** Peel back the hood. Show them how the sausage is made. Engage your team in the process of key decisions and ask them for feedback. Your decisions will be better and team members will feel heard.
  - **Have a No-Biggie Huddle.** Recently, we got feedback that team leads felt they hadn’t been hearing enough from the leadership team. We started a “No-Biggie Huddle” – an ad-hoc 30-minute video call on a Thursday afternoon. After a few leadership updates, Jon asked for shoutouts, and many team members raised their hands and shared. We’ve had other “No-Biggie Huddles” at other times when we felt there was a need.
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Transparency is scary. It’s risky to show your financial results or your thought process to the team. Will they feel they’re paid unfairly? Will they fight your decisions?

But it works, as long as you’ve set the right foundation: ensuring your employees feel respected and fairly paid, educating them about the numbers they’re seeing, and sharing the “why.”

Do all this, and your employees will reward you with exceptional levels of loyalty and buy-in.

## 5. Show appreciation

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Appreciation needs to be a knee-jerk habit that’s embedded in the culture. Look beyond formal reward programs to find opportunities to thank people every single day.



Saying “thank you” is a cheap and easy motivational tool that’s available to everyone.

Yet employers don’t use it, or don’t use it well. As a result, [47% of employees say](#) they don’t feel appreciated at work. Unsurprisingly, most people who feel under-appreciated [are looking for another job.](#)

Showing appreciation will set you apart as a company. It’s probably the cheapest and easiest way to create a massive competitive advantage in the market for talent.

“At my last company, at the monthly leadership meeting, we’d talk about failures. Where we suck, where we’re losing money – you felt like you were getting beat up. There were very few positive comments,” one new employee told me.

It should go without saying: if you care about culture, you don’t want your employees to “feel like they’re getting beat up.”

That doesn’t mean you can’t share bad news. (See: Be Transparent.)

But you share appreciation along with it. You take responsibility for the negative and highlight the positive. You recognize the hard work your employees are putting in – day in and day out.

Appreciation, like feedback, needs to come through many different channels, in many different ways. Formal recognition programs are just the start.

Appreciation must be embedded in the culture. When something good happens, leaders should have a knee-jerk reaction: “Who can I thank for this?”



### Here are a few ways you can show appreciation

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- **Create a shoutouts channel:** We have a “Shoutouts” channel in our company chat room. Anyone can post a shoutout to anyone else. Often, this is where we share great feedback from clients.
- **Ask for shoutouts:** We often ask for shout-outs in meetings – even all-company huddles. If someone gets a shout-out who isn’t in the meeting, participants reach out after to let them know.
- **Reach out personally:** Our President, Hannah Steiman, reaches out to everyone who was promoted each month to congratulate them.
- **Use social media:** Promoted team members are also highlighted on LinkedIn.

- **Give examples.** When we share our sales results with the team, we emphasize that every single person who works at Peak Support is a member of our sales team. Client referrals drive most of our sales, so every employee plays a role in our growth when they #AimforWOW in the work they do each day.
- **Ask your customers for shoutouts.** At the end of the year, we ask clients to submit a video expressing their appreciation to their teams.
- **Build good manners.** We appreciate employees not just for extraordinary work, but for ordinary work as well. We have a habit of saying “thank you” – basic manners that are, unfortunately, missing from many workplace cultures.

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With all of these efforts, our goal is for our employees to feel good about themselves. We want them to feel valued, necessary, critical to our success – because they are.

## 6. Build Social Connections

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Employees need opportunities to build friendships, socialize, kick back, and have fun. This is more challenging to facilitate in a remote or hybrid environment, but it can be done.

Social connections are the glue that binds a team together.

[Gallup's research](#) repeatedly suggests that having a close friend at work increases engagement and job success. It makes employees more excited to show up to work. Every positive interaction an employee has is a thread connecting them to your company and your mission.



It's easier in an office. The office is filled with a ton of distractions – but some of those distractions create the social interaction that people crave.

You might make a coffee next to someone who you've never worked with before and find that you have something in common. These connections are random and unplanned, but they help people feel connected and engaged. They happen organically and effortlessly.

This is hard – but not impossible – to recreate remotely. With a little hard work and intentionality, you can create meaningful opportunities for engagement, no matter where your employees sit.

In our annual survey, we ask employees whether they agree with the statement “I have friends at work.” The average response is **9.2 out of 10**.

Building social connections isn't just about happy hours and team lunches. It's also the one-on-one interactions that let employees take a break, connect and refresh. It's the weekly one-on-one check-ins that supervisors have with their team members. These are often the first thing to be canceled when work gets busy, but they provide critical opportunities not just for feedback and coaching, but for informal connections and social conversations.

But happy hours and team lunches are important, too. We have an engagement team which takes care of the “fun” stuff. This team organizes all-company huddles, and rallies the team to make sure they attend. They organize a bevy of events for the holidays, Customer Service Week, and Peak Support's anniversary.



### Here are a few things we've done:

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- **Rotate the ice breaker.** At our monthly Sales & Marketing team meeting, we rotate who is responsible for the ice breaker. This takes the pressure off the leader of the meeting and provides a space for the team to bring new creative ideas to the table.
- **Have formal meetups.** Have a company-sponsored in-person off-site event. For remote companies, this creates those critical face-to-face connections. If you work in an office, sometimes it's also good to change your environment.
- **Have informal meetups.** Invite some folks who work locally out for a drink. Encourage other leaders to do the same in their communities.
- **Run a Halloween Spooktacular Desk Décor contest.** Small contests like this encourage creativity, team spirit, and a sense of playfulness.
- **Do an anniversary cake-design contest.** We did this for one of Peak Support's company anniversaries. Participants posted photos of their cakes on social media and we determined the winner based on the amount of engagement.

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Every employee might have a different way of engaging. Some want to participate in in-person events, others prefer to stay home. Some love webinars, others avoid them. It's important to offer a variety of ways to engage. That's why these ideas and dozens more are featured in the card deck that accompanies this ebook, **“Culture Hacks: 70 Tips and Tricks for Engaging Your Team.”** Order your free copy [here](#).

## 7. Give freedom to fail

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Employees need to be encouraged to take risks and try new things – otherwise, employees will feel like their growth is stunted and you'll get stuck with old, inefficient processes.

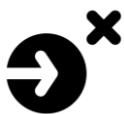
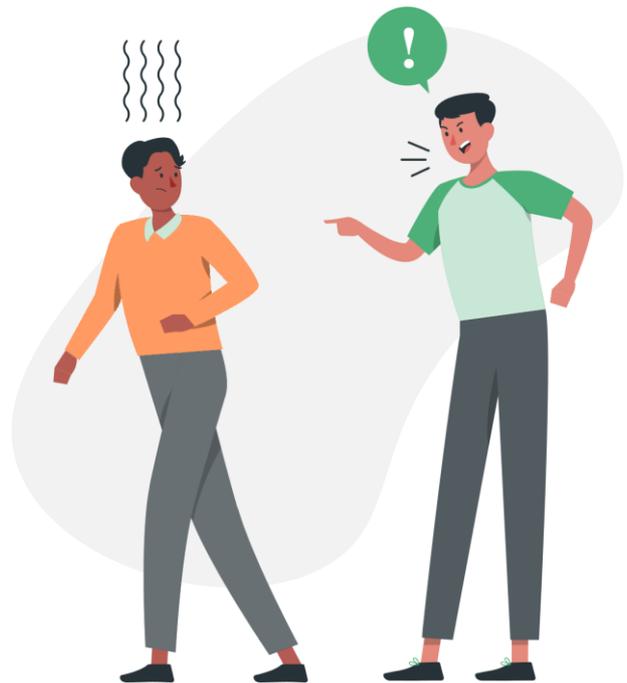
When companies are young, a sense of possibility often pervades the culture. If someone sees an opportunity to jump in and make something happen, they just do it. So how do you maintain this as you scale?

One employee told me: **“At my previous company, I had two executives throw sandwiches at me because I delivered bad news.”**

This challenge is a critical one at Peak Support. Our clients are high-growth companies. Every day their needs are changing. We need our team members and managers to raise their hands and say, “I have an idea,” or “I think we can do this better.”

And we're a high-growth company as well. Though we have thousands of employees, we've been doubling every year – and that means we have to continually improve to meet the next level of growth.

Fostering a sense of possibility starts with giving employees the freedom to fail.



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**Here are few ways to encourage a freedom to fail in your company:**

- **Create a mistake board.** Create a whiteboard (physical or virtual) where employees can post their mistakes. At the end of each week, mistakes are workshopped by the relevant team – what happened? What can be done differently? At the end of the month, the person with the most posted mistakes spins a prize wheel and gets a prize.
- **Make it part of your core values.** One of our core values is “Act, Even When Scared.” Like all our core values, this is now a hashtag, #ActEvenWhenScared. We use this when we give a public shout out to someone who tried something and took a risk.

- **Train your leaders.** We train our leaders and quality assurance analysts in Root Cause Analysis. The training focuses on how to identify and solve problems by asking “Why?” again and again. This gives leaders tangible tools for how they can uncover opportunities to do things better.
  - **Lead by example.** As with most cultural values, this one really comes from the top. If senior leadership are open about making mistakes, acknowledge their own failures, and discuss how they’ve learned and grown from them, other employees will start emulating that.
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These are the principles that have helped shape Peak Support into the company that it is today. We know firsthand how effective they are and how they create a welcoming and supportive environment, in which every individual is driven to perform their best.

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## How Are Remote Workplaces Different?

Each of the above principles can be applied to a remote culture and an in-office culture.

Even the biggest proponents of remote work (like us!) recognize that there are some unique risks to remote work. It can make it harder for employees to build connections, and for leaders to engage with their teams. These are a result of inadequate remote work practices. They are not inherent flaws in the concept of remote work itself.

Building a good culture while remote simply requires more intentionality and conscious effort.

The principles involved in creating a great environment are the same, no matter where you’re working. The main difference is in the tactics that you have to use to get there.

These are some specific tips to put this into practice in a remote or hybrid work environment.

# 1. Be remote first – even if you’re not

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Hybrid models are, in many ways, harder to get right than a fully remote or fully colocated model. That’s because it’s easy for the remote employees to feel like they’re out of the loop – missing out on critical meetings, interactions, and connections.

The trick is to always operate with a “remote first” mindset.

That means, for example, that you take calls remotely if even a single employee isn’t physically present. It’s hard to include everyone equally if one person is on a screen and the other three are sitting in a room together.

Operating from a remote first perspective will naturally force you to be more intentional in your communication, to leverage collaboration tools, and to embrace the unique opportunities that come with remote work.

# 2. Hire people who want to work remotely

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Remote work is not for everyone. While it makes your company more attractive and accessible to a larger pool of candidates, it’s important to hire people who know what they’re signing up for.

At the same time, you don’t want remote work to be the primary or only reason someone wants to work for you.

Hiring is only one piece of a much larger puzzle – but it’s an essential part. You can’t build a great remote culture without your workforce being fully onboard.

# 3. Meet in person

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Meeting in person has been critical to our success as a remote company. When we were smaller, we’d invite the whole team to a Summit every year. Now, that isn’t possible, but we have leadership summits in our largest locations and encourage (and fund) smaller team meetups throughout the year.

## 4. Focus on 1:1 interactions

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It's much easier to build relationships remotely when you spend time with your team members one-on-one. Mix up the venue – try taking a phone call while you're on a walk. Sometimes this can be better than video because you have fewer distractions.

## 5. Make it impromptu

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One challenge with remote work: The social engagement that happens naturally in an in-office environment must be scheduled. All your engagement – which used to be a source of energy – becomes something clogging up your calendar.

So don't schedule it. In that moment when you need a break, reach out on chat to someone whose light is green. Check in with them there, and maybe move it to a call, or maybe not.

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# About Peak Support

Peak Support is a customer service outsourcing company that provides exceptional quality and high-touch client management for the world's most innovative brands. We have 2,000 global employees serving clients in all industries, on teams ranging from 1 person to hundreds. We specialize in serving emerging or growing brands who need a high level of support.

Our services include customer support, technical support, content moderation, trust & safety, and back-office support. In addition, we partner with best-in-class CX software tools. Our Tech & AI Solutions department works closely with clients to optimize their existing tech stack or implement new technology

We care about culture, because we believe that happy customer service agents deliver the best results. If you feel the same, [contact us today](#).