



## THE STREAM STORY

As a premium, global provider of sales, customer care, technical support, and complex process outsourcing services, Stream focuses on increasing brand value, revenue and operational efficiencies for our clients. Stream is a recognized leader at excelling within the most demanding and complex customer care engagements, where a highly-skilled workforce with specialized training is required. Our innovative service solutions address specific client needs through proven best practices, clear vision and solid leadership.

Stream blends agility with a global, standardized delivery model to create smart, flexible solutions that help solve our clients' critical business needs. Stream handles more than 300 million voice, chat, and e-mail contacts annually in 35 languages.

## STREAM SOLUTIONS

Stream's multi-channel support solutions—voice, e-mail, and chat—leverage a robust global footprint, operational expertise and proven contact center technology to deliver superior support and back-office solutions around the world. Stream offers a full portfolio of outsourcing services such as back-office, revenue generation, inbound and outbound sales, customer retention and recovery services and warranty support.

Stream provides fully integrated service solutions for brand-driven Fortune 1000 clients in the technology, software, computing, consumer electronics, media, financial services, travel and hospitality, communications and wireless sectors.

## STREAM GLOBAL FOOTPRINT



### Trusted Partner

15+ years of experience providing CRM services

70+ clients

Experienced global leadership with 20+ years experience in respective fields

### Financial Stability

Strong double-digit revenue growth year-over-year since 2004

Listed on the American Stock Exchange (AMEX: SGS)

### Global Scale

30,000 employees across 22 countries supporting 35 languages

300 million customer contacts annually

Substantial investment in communications and IT infrastructure

### Markets Served

Computing & Hardware

Telecommunications & Service Providers

Entertainment & Media

Software & Networking

Retail

Financial Services

## GLOBAL SOURCING FLEXIBILITY

Stream leverages its global reach to provide a comprehensive set of service solutions.

By considering multiple variables, such as support type, support channel and volume, Stream's site methodology selection combines the best mix of onshore, nearshore and offshore locations to meet our clients' outsourcing objectives.

Stream's vast global footprint and our market expertise provide flexibility in solution design, real choice and true scalability in global and regional operations.

## STREAM CULTURE

Stream's mission, vision and values drive every interaction and provide the foundation for our success and commitment to excellence.

### Mission

Our mission is to continuously provide innovative service solutions to our clients to create maximum value for their customers.

### Vision

Our vision is to be the leading integrated, global business process outsourcing solution provider by continuously enriching our clients' value propositions.

### Our CORE Values

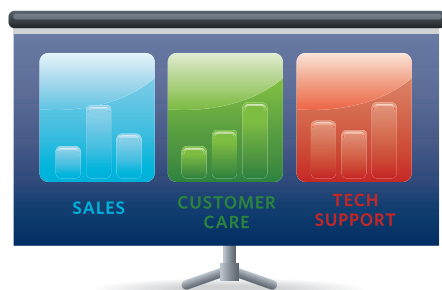
- **Commitment** to providing personal growth and leadership opportunities. Commitment to our internal and external clients.
- **Ownership** and accountability for our team's success. Ownership of creating value for employees, clients and shareholders.
- **Respect** and demonstrate integrity and honesty. Respect the diversity of our global culture.
- **Excel** at delivering quality service with a passion for our clients' success. Excel at innovating across our business practices and client services.

## STREAM'S INTEGRATED LIFECYCLE SERVICES

Stream's services are designed to maximize real value with every customer interaction

### CUSTOMER-FACING SERVICES

Retention programs / Cross-sell / Up-sell



CLIENT USES DATA TO UPDATE MARKETING + SALES PROGRAMS



STREAM EXAMINES DATA & PROVIDE FEEDBACK



## The Stream Advantage

Creating maximum value for our clients and building customer brand loyalty keeps Stream at the forefront of the competitive landscape. Companies who choose Stream year after year as an outsourcing partner achieve strong competitive advantages as a result. Here are some of the benefits our clients cite:

- Enhanced customer loyalty through carefully managed product and customer lifecycle
- Strategic business alignment through Stream's diverse global footprint and smart shore sourcing methodology
- Flexibility to accommodate changes in business performance by quickly ramping complex projects across multiple sites
- Consistency in delivery of service excellence as a result of our commitment to quality and global processes
- Growth potential with a proven partner who has deep industry expertise and reputation of long-standing business relationships

### About Stream Global Services

Stream is a premium, global business process outsourcing (BPO) provider specializing in customer relationship management services. Our sales, customer care and technical support services enable Fortune 1000 companies to increase revenue generation, operational efficiencies and brand loyalty. Stream has extensive expertise managing complex client engagements that require a highly skilled workforce. As a trusted advisor, Stream blends individualized services with a global, standardized delivery model.

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