

# Fact Sheet

## Overview:

Contact Center Company (CCC) is a leading customer experience management company, headquartered in Riyadh, Saudi Arabia. We are currently present in two strategic locations across KSA, with a stronghold of 4000+ employees of both genders and are backed by a strong financial stability and a high Saudization rate. Our differentiated innovation, agility, expertise, and flawless execution enables us to deliver excellence in customer experiences and obtain high-performance results for our clients with every project we undertake.

CCC is a joint-venture entity between Saudi Telecom (STC), the 10<sup>th</sup> largest telecom company in the world serving over 160 million customers in 10 different markets; and Aegis, a conglomerate customer experience management company, operating in 44 global locations for over 150 clients across diverse sectors. CCC stands as the industry forerunners as we leverage the domain experience of Aegis with strong local image of STC.

## Fast Facts:

 <b>Largest</b> Contact Center in the Region	 <b>180M+</b> Transactions	 <b>4000+</b> Call Agents	 <b>24/7</b> Operations
 <b>40+</b> QA Members	 <b>Very High</b> Saudization Rate	 <b>Multiple Strategic</b> Locations Across KSA	 <b>Multiple</b> Training Centers

## Our Services:

Managed Services - Customer Interaction Services



Shared Services

Outsourcing



Technology & Consulting



Digital & Social Media

## Industries:



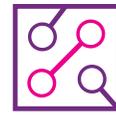
Telecom



Government



Retail



Technology



BSFI



Healthcare



Travel &  
Hospitality

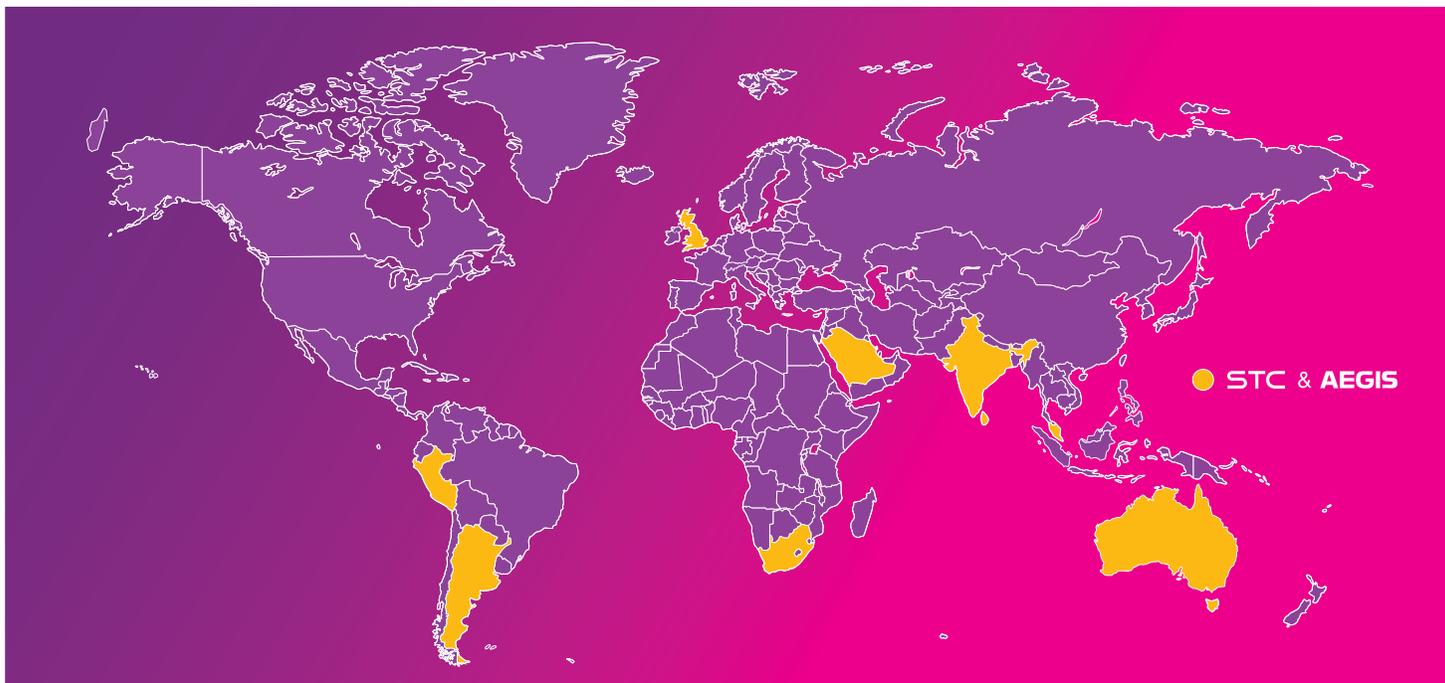


E-commerce

## Local Presence:



## Global Presence:



For more information, write to us at [info@ccc.sa.com](mailto:info@ccc.sa.com)

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