

Company Profile

Aces Contact Center



Your best Digital Partner



ABOUT ACES



ACES Contact Center is your global partner with strong presence in the United States and established operations in the United Arab Emirates and Egypt, ready for delivering exceptional customer experiences and business support. With over 10 years of worldwide expertise, we help brands build meaningful relationships, optimize operations, and scale confidently.

By seamlessly integrating people, technology, and processes, we transform every customer interaction into a powerful brand experience that drives loyalty, revenue, and long-term growth.

Our global presence, multilingual teams, and industry-tailored solutions make ACES more than a contact center, we're your best digital partner for achieving measurable business impact.

Turning Every Interaction into Impact

At ACES, we believe every customer interaction shapes your brand. From voice and email to chat, social media, and digital messaging, each touchpoint builds trust, satisfaction, and long-term loyalty. We deliver seamless, responsive, and consistent support, wherever and whenever your customers choose to connect



VISION & MISSION

Our Mission

To redefine customer engagement by combining technology, empathy, and performance, delivering measurable value in every interaction and empowering brands to grow with confidence.

Our Vision

To set the global standard for exceptional customer experiences, where trust, quality, and meaningful connections drive lasting brand loyalty



CORE PRINCIPLES & VALUES

Our values define how
we operate, partner, and
deliver results.

Integrity

We work with transparency,
professionalism, and full
regulatory responsibility.

Operational Expertise

Proven experience in contact
center operations, compliance,
and performance management

Tailored Solutions

Customized engagements aligned to each client's goals, workflows,
and risk profile.

Partnership Mindset

We operate as a long-term
extension of our clients' teams,
not a transactional vendor.

Service Excellence

KPI-driven delivery with a strong
focus on quality, consistency,
and continuous improvement.



OPERATIONAL TRACK RECORD

40

Total Partners
Served

27,538 +

Total Customers
Served

25,000 +

Total Orders /
Shipments Managed



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Company profile



Frontline
Operations

Compliance
& Verification

Quality
Assurance

RX
Retrieval

Back-end
Operations

Partner

Back-end
Operations

OPERATIONS STRUCTURE



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WHAT WE OFFER

At ACES, we provide comprehensive, scalable solutions that combine the flexibility of outsourcing with the precision and feel of in-house support. Our services are designed to enhance efficiency, drive growth, and deliver exceptional customer experiences.

Omnichannel Customer Support

Deliver consistent, seamless support across voice, chat, email, and social platforms—anytime, anywhere.

- 24/7 availability and scalability
- Real-time performance insights
- Streamlined operations, simplified complexity

Inbound & Outbound Services

Engage your customers effectively and maximize conversions through tailored campaigns.

- Lead generation and appointment setting
- Customer inquiry management
- Reduced operational costs with measurable results

Back-Office & Administrative Support

Keep your operations running smoothly with accurate, reliable, and efficient back-end services.

- Workforce management and scheduling
- Quality assurance and compliance
- Performance analytics and reporting



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Appointment Setting & Retention Campaigns

Building lasting customer relationships that drive revenue.

- Qualified lead connections
- Reduced churn
- Increased lifetime value

Virtual Assistant Services

Professional support without the overhead.

- Task management & scheduling
- Client follow-ups
- Scalable, cost-efficient operations

Creative & Marketing Support

Strategic brand support without the extra overhead.

- Content & communication support
- Campaign coordination & follow-ups
- Consistent brand voice across channels

INDUSTRIES WE SERVE

At ACES, we deliver tailored solutions for industries where customer experience, operational efficiency, and growth are critical. Our expertise spans multiple high-impact sectors, providing scalable, compliant, and innovative support that drives measurable results.

Healthcare

Enhancing patient care and operational efficiency with digital tools, responsive support, and secure workflows.

Finance

Delivering secure, scalable, and compliant solutions for banks, fintech startups, and global financial services, ensuring trust and operational excellence.

E-Commerce & Retail

Transforming customer experiences with intelligent analytics, automation, and seamless multi channel support.

Technology & SaaS

Supporting digital transformation with scalable cloud-based solutions, agile support, and performance-driven strategies.



ACES operates across strategic global locations, enabling true 24/7 support without operational complexity

- Sheridan, WY – USA
- Miami, FL – USA
- Dubai – UAE
- Cairo – Egypt

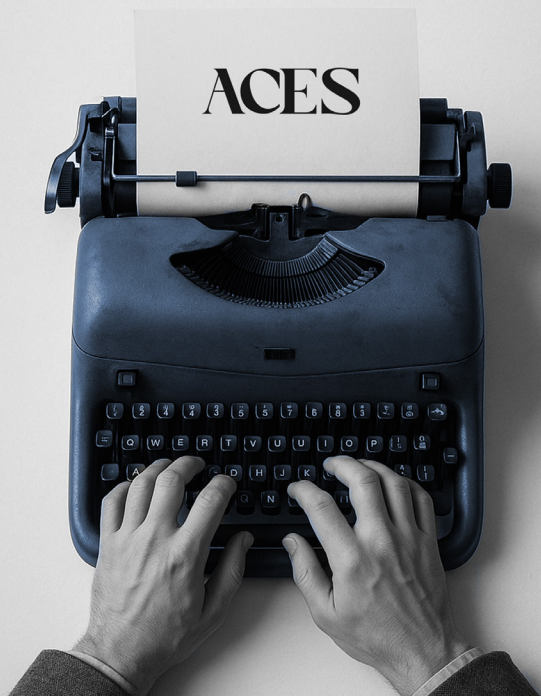


Our globally distributed teams follow a follow-the-sun model, ensuring seamless customer support across:

- Americas
- Europe & Africa
- Middle East
- Asia-Pacific

structure allows us to deliver continuous coverage, faster response times, and consistent service quality—without shift overload or handover risks.

MULTILINGUAL SUPPORT



We provide culturally aware, multilingual customer support to ensure clear and personalized communication worldwide. Our teams are trained to handle inquiries with empathy, cultural understanding, and technical accuracy, so your customers feel valued and understood.

Languages Supported:

- English
- Spanish
- French
- German
- Arabic

This capability allows ACES to deliver seamless customer experiences across the Americas, Europe, Middle East, Africa, and Asia-Pacific, helping brands maintain consistency, trust, and satisfaction globally.

Our Certifications

ACES operates under the highest standards of quality, security, and operational excellence. We are ISO-certified, ensuring that every process, interaction, and service meets global benchmarks:



ISO 9001:2015 – Quality Management Systems
ISO 27001 – Information Security Management

These certifications reflect our commitment to reliability, trust, and excellence in every engagement.

HOW WE ENGAGE CUSTOMERS

At ACES, every customer interaction counts. We connect with clients across voice, email, chat, and social media, delivering seamless, timely, and professional support that builds trust and strengthens loyalty.

Our Standards: Polite and professional communication, accurate responses, and continuous satisfaction monitoring.

Quality Assurance & Key Metrics

Excellence is in our DNA. We monitor and optimize performance through:

- Interaction reviews and script compliance checks
- Case audits for accuracy and completeness
- Performance tracking: First Call Resolution (FCR), Average Handling Time (AHT), Customer Satisfaction (CSAT), Service Level (SL%), Quality Score (%)





First Call Resolution (FCR)

Measures the percentage of customer issues resolved during the first interaction without the need for follow-up.

Average Handling Time (AHT)

Tracks the average duration of a customer interaction, including talk time, hold time, and after-call work.



Customer Satisfaction (CSAT)

Reflects customer feedback on their overall experience and satisfaction with our service.

Service Level (SL%)

Indicates the percentage of calls or inquiries answered within a predefined time threshold.

Quality Score (%)

Evaluates the accuracy, professionalism, and adherence to standards demonstrated during customer interactions.

KEY METRICS WE TRACK



Document & Knowledge Management

All policies, scripts, and training materials are securely stored and managed for accuracy, accessibility, and compliance. Only authorized personnel can update critical documents, ensuring reliable operations across all teams.

Risk Management & Growth Opportunities

- **Risk Mitigation:** Proactive plans address potential disruptions such as staff turnover, system outages, or security incidents.
- **Opportunity Development:** We continually explore new technologies, services, and markets to enhance our competitive edge and deliver measurable value.

Driving Customer Success

- **Earn Loyalty:** Deliver consistent, exceptional service that keeps customers returning.
- **Build Trust Quickly:** Personalized support transforms transactions into lasting relationships.
- **Fuel Growth:** Happy customers become advocates, driving brand reputation and sustainable business growth.

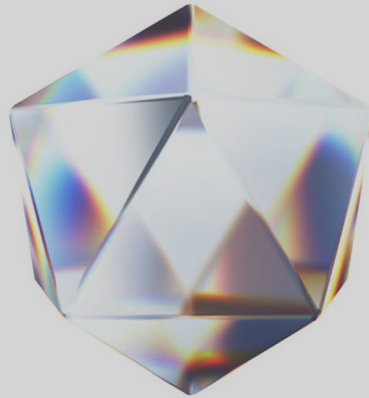


Operational Efficiency & Cost Reduction

Streamlined processes increase first-contact resolution and reduce repetitive inquiries. Smart technology and analytics enhance efficiency while reducing operational costs.

Positive Brand Impact

Exceptional support leaves customers satisfied, motivated to share positive feedback, and confident in your brand enhancing reputation and attracting new business.





Aces Achievements

2025 / Your best Digital Partner 2026

150+

Projects Completed

Delivering excellence
across industries
worldwide

50+

Global Clients

Trusted partners
spanning multiple
regions

10+

Years of Expertise

Proven experience in
customer experience
and business support



Our Clients

2025

/

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2026

nexus

D&D
MEDICAL
SUPPLY

VITAL PEAK
MEDICAL SUPPLIES

AAA DME
MEDICAL SUPPLY

ACE MEDICAL
EQUIPMENT LLC

Antioch Medical
Supply Inc

CURE
MEDICAL SUPPLIES

Aminah's Medical LLC

Owen Medical Supply, LLC.

HM
HARNEY MEDICAL SUPPLIES

Neva Diagnostics

BargainMed
QUALITY MEDICAL SUPPLIES AT BARGAIN PRICES



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Thank you

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