

City of Bristol Tennessee

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U.S. Solutions Host Ribbon-Cutting

U.S. Solutions, a Teleperformance Company which operates call-centers worldwide, hosted a ribbon cutting Wednesday morning at their new Bristol, Tennessee location. In the fall of 2012 renovations began on the former Touchstone site located on West State Street in an effort to consolidate company operations that was previously located in Abingdon, VA and Bristol, VA.

“The U.S. Solutions Group is a wonderful addition to the Bristol, TN business community. It has been an extreme pleasure to work with the local management as they seek to provide their employees with the finest facilities and environment in which to work and thrive. We look forward to a long and prosperous relationship between the U.S. Solutions Group, Bristol and Sullivan County Tennessee,” said Richard Venable, CEO, NETWORKS Sullivan Partnership.

U.S. Solutions currently has trained and hired over 500 hundred employees with 120 new hires anticipated in coming months. The company has a retention rate of 95%, which is unheard of in the call center industry and is the highest in the State of Tennessee.

The local U.S. Solutions company opened in 2001 and joined Teleperformance in 2010. The company offers custom complex integrated call center solutions for its clients. Services include inbound toll free customer care, billing support, national hotlines, web inquiry support, technical support, and professional contact management services. All service solutions are provided on complete turn-key outsource basis using the company's state-of-the-art facilities, personnel and client-interfacing technology platforms. Sean Cook, Director of Operations, for the local Teleperformance Company, U.S. Solutions, said during the press conference, “When we began looking for a location for our new Teleperformance site, it was evident that Bristol, Tennessee wanted us. The community response has been great starting prior to our move in October and continues through today. We are excited to be a fixture in this community and with the projected

growth in our business we are very excited about offering jobs to local residents and becoming the employer of choice.”

Mayor Joel Staton stated, “We are excited to welcome U.S. Solutions to their new facility. The decision by the U.S. Solutions team affirms their faith in the Bristol community and our workers and we will do everything we can to help them to continue to grow and prosper in this location. The City and NETWORKS was successful in getting an award for one of the first Economic Development grants from the State of Tennessee to help this project move forward. I want to say thank you for the City Council to the U.S. Solutions management and staff for their decision to locate and grow in Bristol. I also want to thank the State and Governor Haslam and his staff for their help, and I especially want to thank Governor Ron Ramsey and Representative Lundberg for their help and assistance on this project.”

Teleperformance serves clients from multiple centers throughout the United States. Their extensive expertise spans all major industries in the United States.

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