



We help leading brands outsource with purpose

At VXI, we believe that while talent is everywhere, opportunity is not. That's why we've made it our mission to bridge the gap, connecting corporations with top talent in underserved communities to create jobs and deliver high-quality, socially driven customer experiences (CX).

As an NMSDC-certified and minority-owned business process outsourcer (BPO) with over 42,000 employees around the world, we are committed to affecting change through a winning business model that allows companies to succeed, individuals to flourish, and communities to thrive.



Minority Certified Vendor

- NMSDC - certified for 8 consecutive years
- Diversity committed, global MBE with scale



42,000+ CX & Care Experts in 7 countries



300M+ Customer interactions per year



40+ CX and Technology Innovation centers



PCI DSS, HIPAA SOC2 TYPE II, ISO 27001 Compliant, secure environment

Achieving a Greater Impact at Scale

For businesses looking to amplify their corporate social responsibility and supplier diversity initiatives, VXI offers the ability to procure high-quality customer engagement solutions, while supporting socially conscious community and workforce development.

It's a business model that creates a multiplier effect, benefiting both upstream customers and downstream communities. By creating one job, three more follow by investing in underserved areas with the highest unemployment rates.

Job Growth

Every 1 Job Generates 2.5 Jobs

25-50% Unemployment Reduction

Reduce Unemployment in Under-Resourced Communities

By increasing access to talent and bridging the opportunity gap, employees gain valuable experience and professional development, while companies gain a diverse and agile workforce to stay ahead of customer expectations. Add improved customer satisfaction and digital acceleration and we call that a win-win.

Delivering value to your business through comprehensive CX solutions

As a global leader in outsourced customer engagement management, VXI delivers comprehensive CX solutions designed to optimize costs, improve customer satisfaction, and help leading brands gain efficiencies at scale.



Customer Engagement Management

Proven talent acquisition, workforce management, and technology solutions to drive operational excellence.



Seasonal & On-Demand Support

Agile and scalable operating models to manage seasonal peaks.



IT Outsourcing

Innovative digital services, software development, and IT staffing augmentation solutions.



CX Transformation & Advisory Services

A dedicated team of domain experts to help brands unlock opportunities for value creation through experience design, analytics, right channeling, and digital workforce solutions.

Hear what our clients, employees, and communities have to say:

"What we do for our community is important. When we can work with a supplier to bring work to people in underserved communities, that is something very important to us and sets the partnership above the rest of our vendors." – (Client Partner)

"When I took over as the chairman, our unemployment rate was 13%. I think now it is down to maybe 4% or 5% due to this partnership." – (County Board Chairman, Morrow GA)

"Working for a company that invests in me both professionally and personally has been a game changer. Thanks to their growth opportunities, I can now provide a better life for not only myself but my family." – (Current Employee)

It's time to change the way we do business. Learn how we can help elevate experiences, impact communities, and help employees thrive.

**Outsource with purpose.
Contact us to get started.**



bit.ly/vxi-dei