

Omni Interactions Announces 2022 Business Results, 3,100% 3-Year Revenue Growth

With a Network of Over 75,000 Remote Brand Ambassadors, Omni Interactions Continues to Deliver Exceptional Customer Experience

DENVER, COLORADO, UNITED STATES, January 24, 2023 /EINPresswire.com/ --

[Omni Interactions](#) ("Omni"), the fastest-growing Business Process Outsourcer (BPO) in the United States, announced its business results for 2022. The company ended the year with 3,100% three-year revenue growth, signing new [enterprise clients](#) in verticals including healthcare, retail, and financial services. In addition to its growth in clients, Omni was ranked [#341 on the Inc 5000](#) list of fastest-growing private companies, receiving this distinction for the second consecutive year.



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*Christopher M. Carrington,
CEO*

Omni Interactions 2022 Milestones:

- Ranked #341 on Inc 5000 Fastest-Growing Private Companies
- Increased its network to 75,000 active Gig Workers
- Achieving the highest Net Promotor Score (NPS) of all BPOs for an enterprise financial services client
- Grew existing enterprise clients including one of the largest healthcare, fintech, and pharmacy companies
- Expanded internationally offering clients cost-effective customer support solutions with remote brand

ambassadors located offshore in Guatemala

- Assisting 65 million customers over phone, chat, video, email, and social media

“The remote nature of the Omni business model ensures that we are not limited by geography and can hire the most skilled agents to support our clients' needs,” said Christopher M. Carrington, Chief Executive Officer of Omni Interactions. “By sourcing talent from across the

entire country and now in Guatemala, we have grown our network of fully-vetted remote brand ambassadors to more than 75,000. This scale ensures that we can scale up and down in days or weeks to perfectly match our clients' staffing needs no matter how challenging. For one client last year, we ramped nearly 2,000 remote brand ambassadors up and down in a matter of 16 weeks."

Omni Interactions' financial success will allow the company to continue investing in innovative technologies that help provide a more effortless and seamless customer experience while reducing costs to its clients.

"Omni's unique business model which leverages our Empowered and Connected organization structure enables us to deliver extreme flexibility and scalability to customers," said Rob Duncan, Founder and Managing Partner of Omni Interactions. "Our delivery capabilities were a necessity to companies outsourcing their customer care during the pandemic and continue to be in demand as companies look to provide a better customer experience at a lower cost than other BPOs."

About Omni Interactions

Founded in 2016, Omni Interactions is the fastest-growing managed services provider of outsourced customer experience solutions. With over 128 years of combined C-suite experience providing work-from-home customer service solutions, Omni Interactions has developed a unique business model built around the gig economy and innovative cloud-based technology that empowers remote brand ambassadors to provide on-demand, scalable, omnichannel customer experience at a lower cost. Learn more at <https://omniinteractions.com/>

Shelby Bozekowski

Omni Interactions

+1 720-209-2818

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