

GlowTouch Named Among the Top 100 Global Outsourcers

IAOP Recognizes Company for Third Straight Year

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/EINPresswire.com/ -- GlowTouch LLC, a global Business Process Outsourcing services provider based in Louisville, Kentucky, has been named to the 2023 Global Outsourcing 100®. This marks the third consecutive year in which the International Association of Outsourcing Professionals® has included the company in its rankings.

GlowTouch was recognized as a Leader on the [IAOP's](#) list, recognizing the company's growth. The firm was listed as a Rising Star in the previous two years.



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Vidya Ravichandran

“We are thrilled to be recognized once again on the IAOP Global Outsourcing 100 ranking. This honor is a testament to our unwavering commitment to delivering exceptional customer experience solutions that help our clients achieve their business objectives,” said Vidya Ravichandran, CEO and Founder of GlowTouch. “Our dedication to leveraging the latest AI technology innovations has allowed us to stay at the forefront of customer service and offer tailored, high-quality solutions that meet the unique needs of our clients. We firmly believe that the success of our clients is our success, and

we will continue to invest in cutting-edge technologies and processes to exceed their expectations.”

GlowTouch was awarded further accolades for its customer references, awards, and certifications and for its remarkable achievements in customer relationship management, engineering, and IT/communications technology, as well as its commendable initiatives in

corporate social responsibility. The company continued its growth trend in 2022, adding new clients, expanding existing programs, hiring additional staff, and broadening its footprint.

In addition, the R&D team has been developing new AI-powered platforms and products to enhance service delivery, automating specific processes

for greater efficiency, and creating tools that capture customer perception and sentiment. The latter helps give clients the data they need to make informed decisions about the evolution of their products and services.



IAOP GO100 Logo

"We are thrilled to be recognized for the third year in a row as one of the top 100 global outsourcers by IAOP. This honor reflects our dedication to innovation, corporate social responsibility, and maintaining the highest standards of customer satisfaction," said Tammy Weinstein, SVP of Marketing and Analyst Relations of GlowTouch. "We are committed to providing exceptional service to our clients while creating a positive impact on our communities and the environment."

The Global Outsourcing 100 is in its 17th year and includes companies of all sizes from around the world engaging across all types of outsourcing, from IT to business processing to manufacturing. Scoring is calculated using a set of measurable performance standards and analysis from an independent panel of BPO industry experts and leaders. GlowTouch was honored for its demonstrated commitment to excellence and continuous improvement. The Leader designation reflects the company's growth in size, clientele, and revenue.

"In a year when service providers and advisors navigated new — or more intensified — challenges and disruption, the 2023 Global Outsourcing 100® demonstrated that they could and did rise to the occasion," said IAOP's CEO, Debi Hamill. "We are especially proud of these organizations that strived to excel, innovate, and pave the way in unprecedented times."

About GlowTouch

As a tech-forward company, GlowTouch is dedicated to providing exceptional customer experiences by leveraging the right people, channels, locations, processes, and technologies. Our personalized omnichannel contact center, back-office processing, and technology outsourcing solutions are tailored to meet the unique needs of clients worldwide. As a certified WBENC Women's Business Enterprise (WBE) and NMSDC Minority Business Enterprise (MBE), we take pride in our diverse workforce. Our commitment to operational excellence and high-touch engagement has earned us recognition from renowned organizations such as Everest Group, the International Association of Outsourcing Professionals (IAOP), and six-time inclusion on the Inc. 5000 list. Headquartered in Louisville, KY, we have a global presence with onshore contact

centers in Louisville, Miami, FL, and San Antonio, TX, a nearshore center in Santo Domingo, Dominican Republic, and offshore locations in Mangalore, Bangalore, Mysore, India, and Manila, Philippines. To learn more about how we can help you achieve your business goals, visit www.GlowTouch.com, or email Tammy Weinstein at tammy.weinstein@glowtouch.com.

About IAOP

IAOP is THE sourcing community, with collaboration at its core, which drives exceptional business and societal outcomes. Our members and affiliates worldwide are digging deep at IAOP conferences, learning at IAOP chapter meetings, getting trained and certified at IAOP courses and workshops, and connecting through IAOP social media, all with one goal: better business results. Whether you are a customer, provider, or advisor, new to collaborative business models like outsourcing, or an experienced professional, IAOP connects you and your organization to our growing global community and the resources you need to get the results your company deserves and demands. For more information and how you can become involved, visit www.IAOP.org.

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