

Lean Solutions Group Acquires SupportZebra, Expanding Its Expert-in-the-Loop Operations and Philippines Delivery Hub

Deal More Than Doubles Company's Philippines Workforce to More Than 2,000 People, Extending Its AI-Enabled Model into Automotive, Fintech, and Other Verticals

MIAMI, FL, UNITED STATES, August 24, 2026 /EINPresswire.com/ -- Lean Solutions Group, a global leader in AI-enabled business solutions and tech-enabled talent, today announced it is acquiring the assets of SupportZebra, a certified business process outsourcing

company providing 24/7 customer experience, technical support, and back-office services to fast-growing companies in supply chain, automotive, ecommerce, SaaS, financial technology (fintech), healthcare, and related industries. The acquisition broadens Lean Solution Group's total



Jack Freker, CEO of Lean Solutions Group

“

By combining SupportZebra's service teams with our global footprint and AI, we are extending our expert-in-the-loop model into new markets and verticals that few companies can serve at this scale.”

Jack Freker, CEO of Lean Solutions Group

addressable market and strengthens its expert-in-the-loop service model—pairing highly skilled professionals with AI-enabled tools. This deal also significantly deepens the company's footprint in the Philippines, one of the world's premier hubs for technology and English-speaking talent, where SupportZebra has led its market for more than a decade.

Founded in 2011, SupportZebra operates delivery centers in Cagayan de Oro City, Philippines, and Zapopan, Mexico, serving more than 40 clients with a workforce of more than 1,300 employees. The company holds valuable certifications that position it to serve highly regulated industries. SupportZebra's client attrition rate of less than

1% reflects the excellence and compatibility of its service model and the durability of its client relationships.

“SupportZebra has spent 14 years doing a hard thing: building service teams so deeply embedded in client operations that their relationship churn remains structurally among the lowest in the industry,” said Jack Freker, CEO of Lean Solutions Group. “That is exactly the model Lean Solutions Group was built on, and the model we’re committed to growing. By combining SupportZebra’s expert service teams with our global footprint and AI, we are extending our expert-in-the-loop model into new markets and verticals that few companies in the world can serve at this scale. It also makes the Philippines an even greater powerhouse within our network—a country producing extraordinary technology and talent, and one of the fastest-growing regions in our business.”



Nathan Yap, Founder of SupportZebra

SupportZebra’s service portfolio spans customer experience, customer support, tiered technical support, content moderation, back-office administration, and virtual assistance across voice, chat, email, and digital channels, delivered 24 hours a day.

This acquisition aligns with Lean Solutions Group’s strategy of deepening vertical expertise while layering its LeanTek technology platform across acquired capabilities through innovative, partnership-driven acquisition growth. SupportZebra’s clients immediately gain access to LeanTek AgentEdge, which augments human support teams with AI-driven automation, and LeanTek Connect, which gives operations leaders unified visibility across workforce management, talent placement, and account performance.

Upon closing, the company’s Philippines workforce will exceed 2,000 people across three metro regions—Metro Manila, Cagayan de Oro, and Cebu—representing headcount growth of more than 12x for its Philippine operations in just two years, reflecting the demand for high value, cost effective services from this essential market.

That growth reflects strong organic demand in a growing span of vertical sectors. While transportation and logistics remains Lean Solutions Group’s core market, the company is seeing rapid expansion—especially in automotive and fintech. Its automotive sector “captive takeover” partnership with Carparts.com Philippines earlier this year—now fully integrated within six

months of closing and holding service levels at near-record highs—recently expanded with a new multi-year services agreement. In fintech, momentum continues to build through SupportZebra’s established and growing fintech client base.

“From its beginning, SupportZebra has been built on the belief that the best outsourcing partnerships come from being a true extension of our clients’ teams. That philosophy is deeply aligned with Lean Solutions Group’s approach and well-earned reputation, which makes us a natural fit,” said Nathan Yap, founder of SupportZebra. “By combining our white-glove Customer Experience expertise with Lean Solutions Group’s global scale and AI-enabled platform, we can create even greater value for our clients while opening new opportunities for our team members to grow, develop new skills, and be part of the new generation of intelligent business operations.”

SupportZebra’s more than 1,300 employees across the Philippines and Mexico immediately gain access to expanded career opportunities that include experience with AI-enabled workflows, enterprise-scale clients, advanced professional development, and their addition to Lean Solutions Group’s global network.

About Lean Solutions Group

Lean Solutions Group is a next-generation solutions provider integrating AI-driven automation, embedded industry expertise, and technology-powered talent for its clients. Built on 14 years of proven success in the demanding supply chain sector, our AI-enabled platform serves hundreds of clients across multiple industries. With more than 13,000 employees in six countries and a rapidly growing base of more than 600 clients, Lean Solutions Group helps companies achieve immediate cost savings and operational efficiency while building long-term resilience and growth. By embedding intelligent technology with optimized processes and high-performance talent into the core of our clients’ businesses, we enable them to stretch what is possible. For more information, visit www.leangroup.com.

About SupportZebra

Founded in 2011, SupportZebra is a SOC 2 Type 2, PCI-DSS Level 1, and HIPAA-certified business process outsourcing company headquartered in Houston, Texas, with delivery operations in Cagayan de Oro City, Philippines, and Zapopan, Mexico. With more than 1,300 employees and more than 40 service partners, SupportZebra provides 24/7 customer support, technical support, back-office administration, content moderation, and virtual assistance to fast-growing companies in ecommerce, SaaS, fintech, healthcare, insurance, and related industries. SupportZebra’s less-than-1% client churn rate is among the lowest in the BPO industry. Learn more at www.supportzebra.com.

Randolph Pitzer

Pitzer Relations

+1 630-210-1631

[email us here](#)

Visit us on social media:

[LinkedIn](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/936453250>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2026 Newsmatics Inc. All Right Reserved.