

TLE Business Process Outsourcing

Call Center | Data Processing | Demand-Gen

"While serving as CEO of a 500-employee global company, I hired TLE to start an outsourced inside sales team. They produced \$2MM in annual revenue for us and reduced customer acquisition costs by 15%. This success enabled a nine-figure exit to a strategic acquirer, explains why they were kept in place post-acquisition, and why I have gone on to use them in my subsequent companies!"

- Shaheen Javadizadeh, CEO of an Ecommerce & Manufacturing company

What We Do



TLE.market provides our clients with flexible cost-effective teams, who are experienced in technology & manufacturing, to support the staffing needs of their various departments.

How We Do It



US-owned / Global Access

Our operations in *Mexico, England, Argentina* and the *US* are all owned by our US company.



Wide Range of Staff

LatAm Data Processors (English Literate)
LatAm L1 Agents (Accented Spoken English)
LatAm L2 Agents (US /Slight Accented English)
US or UK Agents (US Accented English)



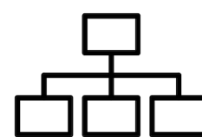
Ongoing Education

In addition to core CRM, ERP & Call Center training, we support client-led training.



Flexible & Configurable

TLE services are tailored to our clients' operational and financial needs. As our clients' needs change, TLE adapts.



Cross Departmental Value

Clients use TLE across their various departments including *Marketing, Sales, Customer Service, Operations & Finance*.



High security & Compliance

We align to our clients' security needs & can even have their cyber-sec systems at our offices. We also understand issues related to *GDPR, CASL and CCPA / CPRA*.

tle.market

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Your Metrics Drive Our Business

Amount we generated for one client by managing their Quote-to-Cash process for smaller (sub-\$10K) customer orders.

**\$100,000
per month**

**34% Labor
Savings**

Amount a client saved when they retained TLE to support their Customer Service Department. This client then expanded our work to support their Finance Department.

A metric a company improved on with TLE's help, which measured both (1) the time it took to follow-up on their customers' service requests and (2) multi-step contractual purchase request time.

**50%+ faster
customer
response time**



**Contact us to
ask about
pilot program
options**

Karen Rosas
Director of Client Success



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Travis Eakes
President



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