

Advertisement

# Money

SEARCH WEB  INQUIRER GO Powered by: Google

Tue, Apr 17, 2007 04:06 PM Philippines 24°C to 34°C

INQUIRER.net

HOME NEWS SHOWBIZ AND STYLE TECHNOLOGY **BUSINESS** OPINION GLOBAL NATION

Quick Links

**Breaking News** PlayStation 3 selling we\_

## Money / Top Stories

Type Size: (+) (-)

You are here: Home > Business > Money > Top Stories

# NASDAQ-listed firm to put up call center

Inquirer

Last updated 01:47am (Mla time) 04/04/2007

MANILA, Philippines -- NASDAQ-listed PFSweb Inc., a provider of business process outsourcing services, said Tuesday it was expanding its customer care operations by putting up a new call center in the Philippines.

Also on Tuesday, the newly formed BPO Services Association Unlimited (BSA/U) said it expected the BPO sector's revenue to almost double to \$4 billion this year from the 2006 level, as large companies scale up operations and "flood SME [small and medium-scale enterprise] level operations to cater to foreign SMEs."

The Texas-based PFSweb said in a statement that its call center, a 6,500-square-foot facility in Manila, would initially house the customer service department of its subsidiary eCOST.com.

PFSweb vice president Cindy Almond will oversee the call center's operations.

eCOST.com describes itself as an online discount superstore that retails consumer electronic products, including computers, cameras, television sets, mobile phones and DVDs.

Meanwhile, BSA/U coordinator Candy Gagarin said SMEs in the BPO sector were expected to grow exponentially as barriers to entry were lowered.

"As the number of BPO startups multiply, it has become an urgent matter to ensure the continuing level of quality and customer service that has become the hallmark of the Philippine BPO industry," Gagarin said. *With INQUIRER.net*

### ARTICLE SERVICES

- Reprint this article
- Print this article
- Send as an e-mail
- Feedback

### RELATED STORIES

- Edgardo Angara podcast interview transcript, part 3
- BPO sector seen employing up to 800,000 by 2010
- Ayala Land, Manila Jockey to put up BPO place

**PESO DOLLAR RATE** Sponsored by: **METROBANK**

Advertisement

To subscribe:  
Type **EXTRA** <space>  
**BREAKING** <space> **ON**  
and send to **386** for SM

**INQUIREReXTRA**  
a service of INQUIRER.net

### OTHER STORIES

- OFW remittances up 25% at \$1.1B in February
- Firm gets US agent for coal liquefaction project
- Gov't nears 3-way deal on P50-B San Miguel shares
- Int'l payments surplus \$1.4B in March
- High court clears way for prosecuting PIATCo head
- 91-day Treasury bill rate inches up to 2.952%
- Anscor plans \$20M in investments this year
- Finance chief braces for tax shortfall in Q1

[More Stories »](#)

SUBSCRIBE TO **INQUIREReXTRA**

Advertisement

- + NEWS
- + SHOWBIZ & STYLE
- + TECHNOLOGY
- + BUSINESS

- + Money
  - Breaking News
  - Top Stories
  - Inquirer Columns
  - Personal Finance
  - Inquirer Features
  - Advice
  - Announcements
  - Stocks
  - Currencies
  - Job Market
  - Peso-Dollar Rate
  - Property Guide
  - Marketplace
- + Columnists
  - Conrado Banal III
  - Cielito Habito
  - Honesto General
  - Raul Palabrica
  - Ron Nathan
- + OPINION
- + GLOBAL NATION
- + SERVICES
- ABOUT US
- ADVERTISE

**INQUIRER ALERT**  
Get the free INQUIRER newsletter  
Enter your email address:

Advertisement

Find the best deals only @ **MARKET PLACE**

**Property Guide**  
Find your home on the web

**JOB Market** **APPLY FOR JOBS ONLINE**

**eBay.ph**  
fast.easy.free.

Buy & Sell on eBay today!  
Electronics & Computers

Copyright 2007 Inquirer. All rights reserved. This material may not be published, broadcast, rewritten or redistributed.

### RELATED STORIES:

- Edgardo Angara podcast interview transcript, part 3
- BPO sector seen employing up to 800,000 by 2010
- Ayala Land, Manila Jockey to put up BPO place

### OTHER STORIES:

- OFW remittances up 25% at \$1.1B in February
- Firm gets US agent for coal liquefaction project
- Gov't nears 3-way deal on P50-B San Miguel shares
- Int'l payments surplus \$1.4B in March
- High court clears way for prosecuting PIATCo head
- 91-day Treasury bill rate inches up to 2.952%
- Anscor plans \$20M in investments this year
- Finance chief braces for tax shortfall in Q1

Advertisement

[World's Tallest Roses!!!!](#)

Order the World's TALLEST Roses from OrganicBouquet.com

[Low Price Domains. Save!](#)

.com, .net for \$6.39, .mobi \$8.75, .info \$1.55 only. Resellers Invited

Your Ad Here

[^ Back to top](#)

© Copyright 2001-2007 INQUIRER.net, An INQUIRER Company

**The INQUIRER Network:** HOME | NEWS | SHOWBIZ & STYLE | TECHNOLOGY | BUSINESS | OPINION | GLOBAL NATION | Site Map

**Services:** Advertise | Buy Content | Wireless | Newsletter | Low Graphics | Search / Archive | Article Index | Contact us

**The INQUIRER Company:** About the Inquirer | User Agreement | Link Policy | Privacy Policy