



Frost & Sullivan Awards West Corporation

OMAHA, Neb., Feb 05, 2010 (BUSINESS WIRE) -- West Corporation, a leading provider of technology-driven, voice-oriented solutions, today announced that it received the 2010 Frost & Sullivan North American Contact Center Outsourcing Company of the Year Award.

For the Company of the Year Award, Frost & Sullivan evaluated providers on their growth strategy and implementation, their degree of innovation in business processes, products and/or technologies, and their leadership in customer value and market penetration.

"West continues to distinguish itself by the sheer depth of its services. The company has the technology, human capital and financial resources to offer clients the widest array of customer communication offerings in North America," said Michael DeSalles, strategic analyst for Frost & Sullivan. "What makes West such a formidable competitor is its focus on a complete 'blended' solution through their two business segments, Unified Communications and Communication Services. No other single player can offer a comprehensive mix of services across all areas - voice-self service, speech solutions, automated notifications, conferencing and collaboration, emergency communications, agent assisted voice support and advanced hosted contact center technology."

"The Company of the Year Award is a prestigious recognition of West's accomplishments in the North American market and is a true reflection of the efforts we continually make to offer best-in-class technologies and solutions to our clients," said Steve Stangl, president of West Communication Services, West Corporation. "Our unique ability to combine comprehensive communication services with strategic worldwide locations, advanced technology and experienced personnel has enabled us to lead the industry."

The North American Contact Center Outsourcing Company of the Year Award recognized West Corporation for its overall company strategy, professional services consultation, demonstrated leadership in customer value and market penetration, range of service offerings and multi-layered security protection. In addition, the award highlighted West's growth strategy and the company's ability to identify and successfully integrate acquisitions of value-added service providers.

About West Corporation

West Corporation is a leading provider of technology-driven, voice-oriented solutions. West offers its clients a broad range of communications and infrastructure management solutions that help them manage or support critical communications. West's customer contact solutions and conferencing services are designed to improve its clients' cost structure and provide reliable, high-quality services. West also provides mission-critical services, such as public safety and emergency communications.

Founded in 1986 and headquartered in Omaha, Nebraska, West serves Fortune 1000 companies and other clients in a variety of industries, including telecommunications, banking, retail, financial, technology and healthcare. West has sales and operations in the United States, Canada, Europe, the Middle East, Asia Pacific and Latin America. For more information on West Corporation, please call 1-800-841-9000 or visit www.west.com.

About Frost & Sullivan

Frost & Sullivan, the Growth Partnership Company, enables clients to accelerate growth and achieve best in class positions in growth, innovation and leadership. The company's Growth Partnership Service provides the CEO and the CEO's Growth Team with disciplined research and best practice models to drive the generation, evaluation and implementation of powerful growth strategies. Frost & Sullivan leverages over 45 years of experience in partnering with Global 1000 companies, emerging businesses and the investment community from more than 35 offices on six continents. To join our Growth Partnership, please visit <http://www.frost.com>.

SOURCE: West Corporation

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