



**TESTIMONIAL**

**July 2021**

Francisco Toledo

Director, Vendor Management Organization

GROUPON

**Re: Client Testimonial**

It gives me great pleasure to provide this testimonial to Capability BPO.

Words that come to mind that best describe Capability BPO and our valued partnership would include dedication, passion, commitment, collaborative, flexible, and innovative.

It has been our experience that Capability BPO is quick to respond, proactive in thinking, and put forward solutions that are backed by knowledge and experience.

Capability BPO has a great understanding of what we as a business want to achieve. The COVID-19 pandemic and the proactiveness of Capability BPO showcased this even more. They listen to our needs, provide collaborative feedback, and then put into action what they say they intend to do. This understanding, listening and, follow through are highly valued by Groupon.

Our partnership is based on mutual trust, transparency, and flexibility and goes beyond contractual obligations. We see this as a long-term partnership, as Capability BPO and Groupon are on the same journey of achieving our strategic business goals. Capability BPO provides cost-effective solutions that add genuine value to Groupon, which in turn drives value for our business.

I can comfortably say our team value the high-touch people engagement we have with all levels of the Capability BPO team. Regardless of whom we engage with, be it Leadership, Operations Managers or Team Leaders, Capability BPO's people are humble and attentive and have a willingness to listen and learn with us. There is consistency across all levels of Capability BPO which talks to a values-driven business; one who has sound hiring initiatives and solid training philosophies.

Never in our engagements with professional service providers have we witnessed the dedication and commitment experienced during the COVID-19 pandemic, as with Capability BPO, who launched different sites across the world, including implementing their Work From Home (WFH) solution to ensure our delivery to our customers continued unabated, with minimal to no interruption to service. This time has been an intense learning curve for all, however, Capability BPO has showcased their ability to increase delivery efforts ensuring we continue to meet our business goals. They are generally the ones that proactively come forward with solutions and improvement initiatives, investing time, and people to fix any potential issues before they become business critical. Their continued investment is reflected in our customer experiences.



In my mind, Capability BPO's unique differentiators include their culture, how they do business, and their driving desire to making a difference. Committed and passionate people, driven to make an impact on both their own and their partner's businesses.

Thank you Capability BPO for our valued partnership.

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*Francisco Toledo*

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