

# We're the go-to Gurus in AI powered contact center outsourcing



Wholly-owned subsidiary of Superior Group of Companies, Inc. (NASDAQ: SGC / Founded in 1920)



At The Office Gurus, we deliver more than contact center services, we create meaningful connections that strengthen your brand. As a true extension of your team, we combine highly trained talent with AI-powered tools and data-driven insights to craft fast, flexible, and efficient customer experiences. Our partner-first approach, commitment to quality, and people-driven culture ensure that every interaction adds value for your customers and your business.

4

Countries of Operations

42M+

Customer Contact Encounters Annually

Languages Supported



English



Spanish



French



Portuguese



German



## BEST IN CLASS PERFORMANCE

103%

Net revenue retention



74

cNPS (Client Net Promoter Score)

26%

5-year growth (CAGR) through 2023

100%

of interactions scored and analyzed

71%

Reduction in time proficiency



87.7%

Advanced english fluency on the CEFR scale



## THE GURU WAY

Our culture is built on four key pillars that drive performance, engagement, and purpose:



### Connected Growth

Ongoing development, clear career paths, and a strong learning culture.



### Recognition

Peer-to-peer shoutouts, performance rewards, and team celebrations.



### Belonging & Purpose

Inclusive culture, team-building, and CSR programs that give back.



### Wellbeing & Rewards

Competitive benefits, wellness initiatives, and meaningful incentives.

## MAKING AN IMPACT, TOGETHER

At The Office Gurus, strong connections drive how we serve customers, support teams, and give back. Our CSR and culture programs reflect a long-term commitment to inclusion, community impact, and shared purpose fostering a workplace where people feel supported and empowered.

**250** volunteers  
in 2024



**1126**  
volunteer hours in 2024



**+50** responsible  
adoptions



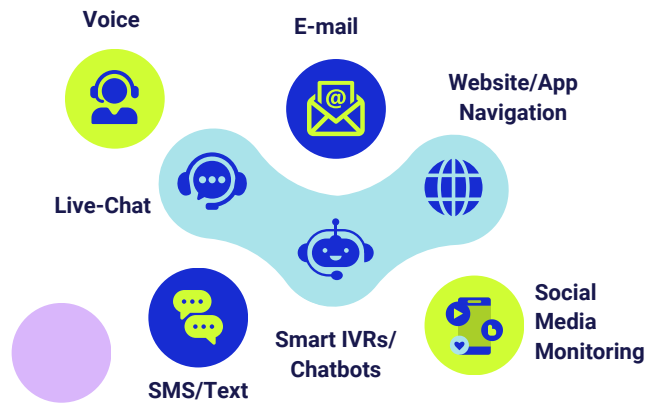
**\$92,775.69**  
donated funds as of 2024



## INDUSTRIES SERVED

- Insurance
- Legal
- E-commerce
- Big Box/Retail
- Real Estate
- Shipping & Warehouse
- Warranty
- Property Management
- Energy
- Banking and Finance
- Travel & Hospitality
- Home Services
- Healthcare
- High-Tech & Software
- Manufacturing
- Beauty/Fitness

## OMNI-CHANNEL SOLUTIONS



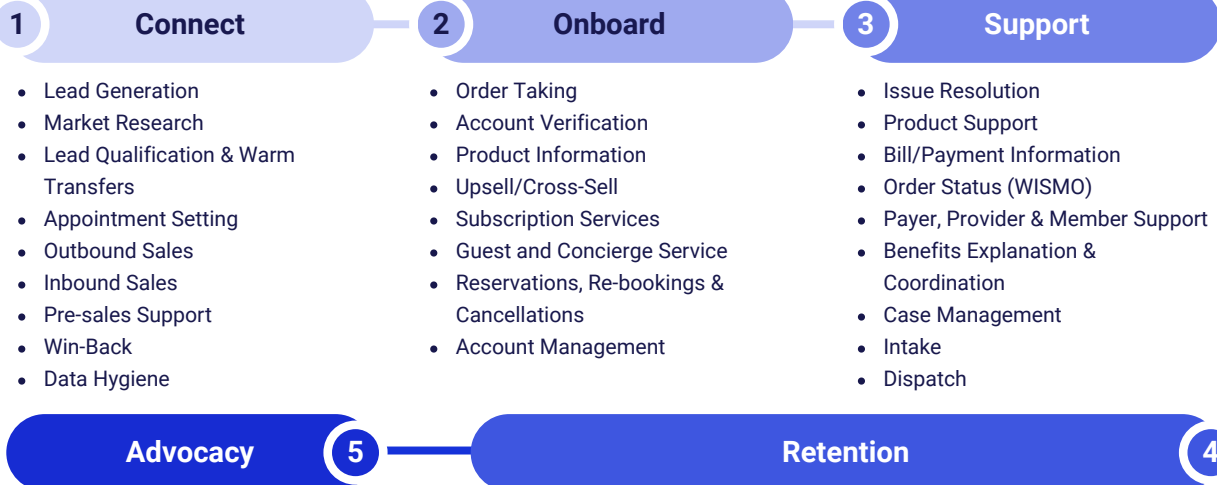
## INDUSTRY RECOGNITION



## TECHNOLOGY



## SOLUTIONS ALIGNED TO YOUR CUSTOMER JOURNEY



- Lead Generation
- Market Research
- Lead Qualification & Warm Transfers
- Appointment Setting
- Outbound Sales
- Inbound Sales
- Pre-sales Support
- Win-Back
- Data Hygiene

- Order Taking
- Account Verification
- Product Information
- Upsell/Cross-Sell
- Subscription Services
- Guest and Concierge Service
- Reservations, Re-bookings & Cancellations
- Account Management

- Issue Resolution
- Product Support
- Bill/Payment Information
- Order Status (WISMO)
- Payer, Provider & Member Support
- Benefits Explanation & Coordination
- Case Management
- Intake
- Dispatch

- Loyalty & Rewards Programs
- Account Management
- Social Media Monitoring
- Quality Assurance
- Win-Back

- Tech Help Desk Services:**
- Troubleshooting
  - Password Resets
  - Software Support
  - Hardware Support
  - PC/Server Support
  - Warranty & Post-Warranty
  - Issue-Related Triage
  - Crisis Management

- Back Office Ops Services:**
- Quality Assurance
  - WFM & Forecasting
  - Order Entry
  - Accounts Payable & Cash Application
  - Image Processing
  - Logistics Services
  - Customer Data Management
  - Custom Application Development
  - Web Design Services

**REAL PEOPLE. REAL CONNECTIONS. REAL IMPACT**

**Partner with the Gurus**

**Let's Talk! ☺**