

Company Overview

Redial is a full-service nearshore & offshore business processing outsourcing (BPO) company. Redial was founded in 2017 and since then has gained over 1000+ seats across our locations in Mexico, South Africa, the Philippines, and Costa Rica with 100% cultural alignment.

smarter
approach
better
results.

Industries

- Healthcare
- Telecom
- Hospitality
- Logistics
- Automotive
- Retail
- Logistics
- Financial Services

Key Services

- Digital customer support
- Inbound Call Center
- Outbound Call Center
- Sales & Lead Generation
- Full Loan Cycle
- Customer Service
- Collections
- Insurance Verification
- Voice AI
- Online ordering support
- Workflow Automation
- Tier 1 & Tier 2 Tech Support

Why Redial?

- Scalable, flexible, and personalized services
- Turn-Key Solutions: Affordable outsourcing without compromising quality
- 24/7 Operations: Around-the-clock customer support
- Cutting-edge AI-driven tools & speech analytics
- 60-70% cost reduction compared to Australia, the UK, and the US
- Global multilingual support (ENG, SPA, POR, FRE, ITA, GER, DUT)
- Follow-the-sun model: continuous coverage through global locations

Conveniently Located



Mexico

- Culturally aligned workforce
- Cost-effectiveness
- Time zone compatibility
- US customer's nearshore solutions
- Skilled workforce

South Africa

- Global multilingual Support (Eng, FRE, ITA, GER, DUT, POR, SPA)
- 18% better customer experience with greater customer lifetime value (CLV)
- 60-70% lower costs than Australia, the UK and the US
- Trusted business continuity location with uninterrupted service delivery

Philippines

- Established outsourcing market.
- High English proficiency
- Local workforce with proven track record
- Strategic time zone advantage (follow-the-sun model)

Costa Rica

- Strategic Location and Time Zone Alignment
- 30-50% cost savings with high-quality services
- Robust Infrastructure and Technology Ecosystem
- Cultural Affinity with U.S. and European Customers

Continuous improvement is key to our success, so we constantly invest in technology, like our [Speech Analytics Tool](#) and [AI Call Simulator](#), allowing us to:

Centralize
Cx Intelligence

Predict Csat Across
All Conversations

Spot Issues
& Opportunities

Reduce Wrap-Up
Time Improvement

Talk Time
Optimization



SCHEDULE A MEETING

redialbpo.com

4275 Executive Square, STE 200, La Jolla, CA 92037

858-465-7872

bizdev@redialbpo.com