



Thousands of employees engaging in millions of transactions and customer interactions annually.



Contact Center Outsourcing

When clients choose us as their contact center outsourcing provider, the implicit understanding is that we will treat their customers as if they are our customers. Our agents work to earn your business every day, one interaction at a time.



Business Process Outsourcing

Outsourcing back-office processes increases scalability and reduces costs while freeing up your in-house personnel to focus on mission-critical tasks. We tend to the details so you can focus on customers and revenue generation.



Technology Outsourcing

Application developers, software engineers, and systems integrators work as an extension of your staff or in stand-alone mode. They build the platforms and new products for your customers, and they manage global networks.

Certifications



ISO 9001:2015
ISO 14001:2015



ISO 27001:2013
ISO 27018:2014



PCI-DSS Level 1
Certified



SOC 2
Certified



HIPAA
Compliant



GWFM

Diversity That Delivers

As a woman-owned enterprise with employees in four distinct global regions, we believe that multiple perspectives drawn from a variety of backgrounds create the most effective solutions. We are an NMSDC- and WBENC-Certified company and an active practitioner of impact sourcing, creating economic opportunities for people in disadvantaged populations.



GlowTouch is a Woman Business Enterprise officially certified by the Women's Business Enterprise National Council (WBENC).

Customer Experience Management

Our expertise is built on delivering high-touch customer care that promotes customer retention and loyalty, adding value to client relationships. Our first client, dating back 20 years, is still a client today and several others have been with us for more than a decade. This level of tenure speaks to the trust we have earned by aligning our approach with each client's unique business goals and then going a step beyond expectations. We are fluent in the Voice of the Customer and understand that there is a human being at the other end of each communication, making each interaction an opportunity to reinforce your brand.

Our Locations

- Louisville, Kentucky
- San Antonio, Texas
- Miami, Florida (WFH)
- Santo Domingo, Dominican Republic
- Mangalore, India
- Bangalore, India
- Mysore, India
- Manila, Philippines



Our Communities

Our global locations present unique opportunities for us to make a positive impact on our communities. It is not just 'good business,' but a social and moral responsibility for us. We value community partnerships that help us live out our ethos to improve people's lives in the communities where we work and play.

From our employees, to our clients and our communities, GlowTouch opens doors to endless solutions—in business and in life, to make a positive, long-lasting impact around the world.



Awards & Recognition

