



**We are members of New Brunswick's
contact centre community.
We're more than you think.**

Who We Are

contactnb is a provincial industry association led by a private sector Board of Directors committed to industry growth, employee development and enhanced community awareness. We represent an industry that employs over 18,000 people in the province of New Brunswick and contributes more than \$1 billion to the economy.

contactnb employs a full-time Executive Director. Mike Bacon came to contactnb in 1997 after a successful 12-year career at the Xerox contact centre in Saint John. While at Xerox, Mike was a volunteer with contactnb as chair of the annual conference's organizing committee and as a member of the Board of Directors.

Since its beginning in 1998, contactnb (formerly the New Brunswick Customer Contact Centre Industry Association) has worked with industry and government departments and agencies to ensure that the New Brunswick contact centre industry developed in a professional and sustainable manner.

Working with members, contactnb has strived to ensure that the industry adopts standards and best practices ensuring employees receive the very best opportunities and customers receive the very best service possible.

Many of our centres are celebrating their fifteen-year anniversaries in 2010. The contact centre industry has continued to grow and contributes more and more every year to New Brunswick's economy. Our contact centre industry boasts some of the best-trained employees in the world and those skills are allowing New Brunswickers to compete for - and win – business from around the globe.

Our relationship with the provincial government remains very strong. The Association is regularly sought out for its input and assessment of the industry, for its vision for the future and for its role in representing this vital industry in the province of New Brunswick.



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Our Corporate Identity

We exist in a vibrant and dynamic industry that has been through, and continues to go through, an evolution. How we do business today is nothing like how we did business just five years ago; and we know our industry will continue to rely on changing technologies and processes.

The word contact is synonymous with the phrase “two way communication” which is critical to provide the best customer service possible.

“Contact” is both a noun and a verb. It is a person. It is an action.

Mission

contactnb was formed to serve the common interests of its members. Together our members strive to model safe, responsible, and highly-skilled workplaces, free of disparagement, in the interests of our clients, co-workers and the general public.

Goals

- É To increase membership
- É To share industry knowledge and best practices
- É To reward excellence
- É To grow a qualified sustainable contact centre industry





Our Members

Accenture
Aditya Birla Minacs
Advantage Communications Inc.
Asurion
Atelka
Atlantic Lottery Corporation
Bell Aliant
Barrett Xplore-XPLORNET
BBM Canada
Callstar
Day & Ross
DDX Health Strategies
Delta Hotels Global Reservations Centre
Directors' Choice
Fairmont Raffles Hotels International Global Reservations Centre
IMP Group
Innovatia
Irving Energy and Distribution
Marriott Global Reservations
Medavie Blue Cross
Moneris Solutions
NB Power
Primus Canada
Purolator Courier
RBC Royal Bank
Service New Brunswick
SNC Lavalin Profac
TD Insurance
Unilever Canada
Virtual Agent Services Moncton
Wyndham Worldwide
Xerox Canada



Membership Benefits

Having an active participation in the association committees, events, and activities significantly increases the value gained from your membership.

The Benefits of contactnb membership include:

Networking - identifying with an industry. Being part of an association of companies with similar needs, interests, and methods of operation for the purpose of communicating with colleagues, competitors and suppliers for the betterment of the industry.

Lobbying - presenting a common front to government, media, public, service providers and others on issues of interest or concern to the industry.

Training - defining industry training needs, communicating industry skills content and standards to training providers; developing, accrediting and acquiring training for new employees as well as the existing workforce; providing a venue for industry conferences and trade shows

Research - conducting research on best practices, demographics, future challenges, legal and business issues and other topics.

Recognition & Awards – hosting the annual Awards of Excellence Gala dinner that rewards people and organizations for their outstanding achievement in the New Brunswick contact centre industry.

Annual General Meeting– attending and voting at our AGM, held in the fall of each year during our annual Contact Atlantic conference which brings delegates from across the region to hear industry experts and world-class speakers on topics of interest to contact centre leadership team members and executives.

Contact Centre Canada – being involved and connected at the national level - contactnb is actively engaged with Contact Center Canada and other industry associations across Canada.

*Membership Fees are calculated at \$5.50/employee
Minimum Membership Fee \$550.00 - Maximum \$2625.00
Small Centre Fee (less than 25 employees) \$250.00*



Our Associate Members

Advantage Group
Bridge Training & Events
CCP
Consistacom Inc.
DSM Telecommunications
Enterprise Greater Moncton
Envision
Expert Markets Canada
Effectivation
Fraser & Hoyt Incentives
Interactive Intelligence Inc.
KRP Communications
Language Line
MTS AllStream
Plexus Connectivity Solutions
ResponseTek
Self Management Group
Sirius Solutions
T4G
Tri Brothers Group
WFM Logic Inc.
Xentrax



2010 Associate Member Benefits

Associate Membership is open to businesses that provide products and/or services to the contact centre industry. The benefits of associate membership include:

- ☉ Visibility to nearly 100 contact centres employing approximately 18,000 people in New Brunswick.
- ☉ Attendance at all contactnb events (at member rates where fees apply).
- ☉ Participation on contactnb committees.
- ☉ Recognition on contactnb website. Links to your business's website.
- ☉ "Welcome to contactnb" message to be included in provincially-distributed newsletter, including an overview of your business and its products and services.
- ☉ Two dedicated email broadcasts annually to full distribution list.
- ☉ Opportunity to participate in Training and Education events as "Subject Matter Expert" where applicable.
- ☉ Opportunity to host seminars, lunch and learns, webinars and other forums with communications and registrations co-ordinated by contactnb
- ☉ Discounted rates on advertising on our website and event materials.

Annual Associate Membership Fee \$550.00 (plus HST)



Our Major Events



The contactnb **Awards of Excellence** gala dinner is designed to celebrate excellence and foster pride in the industry through recognition of the many achievements of our member companies and our employees.

The awards do more than recognize excellent practices within the industry, they show the tremendous contribution of our member companies and their employees to their local communities. contactnb member organizations continue to set the standards for excellence within this province's contact centre industry. Creation of healthy environments for employee development through training and growth have been key to past award recipients.

The 2010 Awards of Excellence gala is being held in Fredericton, NB on June 10.



Contact Atlantic is contactnb's annual conference, and expo. Attracting approximately 200 delegates, this two-day event brings together supervisors, managers, directors and executives from across Atlantic Canada to share, network and take in sessions on the latest industry topics and to hear world-class speakers.

Contact Atlantic 2010 is scheduled for October 19 & 20 in Moncton, NB.



Our Board of Directors

President

Perry Kendall – Delta Hotels & Resorts

1st Vice President & Treasurer

Brian Sypher – TD Insurance

2nd Vice President

Robert Campbell – Virtual Agent Services

Executives at Large

Suzette Cormier – RBC Royal Bank

Rick Desbrisay – Callstar

Denis Leger – Primus Canada Ltd.

Directors

Michael Amos – Aditya Birla Minacs

David Burke – T4G Ltd.

Mireille Godin – Barrett Xplore

Kim Hickey – TD Insurance

Suzanne LeClair – Service New Brunswick

Corey Lounsbury – Medavie Blue Cross

Ron McGrath – Xerox

Margot Noonan – Fairmont Raffles Hotels International

Joanne Parks – Unilever

Karen Warren – Marriott

Government Liaisons

Cam Moffatt – Business New Brunswick

Diane Hawkins – Department of Post-Secondary Training, Education & Labour



FOSTERING EXCELLENCE
IN OUR CONTACT CENTRES
L'EXCELLENCE À L'HONNEUR
DANS NOS CENTRES DE CONTACT

Visit Our Website at

www.contactnb.ca

For More Information or
To Become a Member/Associate Member

Contact Mike Bacon

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