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Black Book Survey Ranks InfoCision Among Top Global Contact Center Vendors in Banking, Financial Services and Credit Card Industries

Akron, Ohio, February 9, 2010 – Akron, Ohio based [InfoCision Management Corporation](#) was ranked among the top 20 global contact center outsource vendors in the banking, financial services and credit card industries by Research and Markets' [2009 Black Book Survey](#).

The survey looked at 1,300 of the top spending clients in the global banking, credit card and financial services industry and judged their contact center outsourcing partners based on 18 key performance indicators and scored each vendor by client type on a 0-10 scale.

Top companies scored high on customization, deployment and reliability, as well as being able to offer comprehensive research services to corporate clients.

For more information visit
http://www.researchandmarkets.com/research/cca201/2009_top_banking

About InfoCision

Founded in 1982, InfoCision Management Corporation is the second largest privately held teleservice company and is a leader in customer care services, commercial sales and marketing for a variety of Fortune 100 companies and smaller businesses. InfoCision is also a leading provider of inbound and outbound marketing for nonprofit, religious and political organizations. Headquartered in Akron, Ohio, InfoCision operates 30 call centers at 12 locations in Ohio, Pennsylvania and West Virginia. InfoCision has been named one of the top ten best employers in Ohio by the state chamber of commerce. For more information on InfoCision please visit www.infocision.com.