



**For Immediate Release**

**West Corporation**  
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## **Frost & Sullivan Names West Corporation 2008 North American Contact Center Company of the Year**

(Omaha, Neb., February 4, 2008) – West Corporation, a leading provider of outsourced communication solutions, today announced that it was named 2008 North American Contact Center Outsourcing Company of the Year by Frost & Sullivan. The Frost & Sullivan Award for Company of the Year is presented each year to the company that has demonstrated unparalleled excellence within its industry. The Award is based on numerous factors including the company's business development, competitive strategy, customer satisfaction, and leadership within a particular Frost & Sullivan Industry Research Group (IRG).

“West has achieved a market leadership position by offering the most comprehensive portfolio of customer contact solutions in a very competitive industry,” said Michael DeSalles, Strategic Analyst for Frost & Sullivan. “This award, which is based on interviews with market participants, customers and suppliers, along with significant secondary and technology research, reflects the strides West is making to bring best-in-class technologies to market and provide customer-focused solutions with remarkable economic upside to clients. West's continuous rollout of communications solutions enables the company to meet virtually every customer contact and CRM need in nearly every industry.”

“West has been able to achieve market leadership with our outsourced communications solutions by focusing on quality and constantly offering new, best-in-class solutions,” said Steve Stangl, President of West Communication Services at West Corporation. “Our strategy is based on our continuous goal to improve customer satisfaction and create value for our customers. This award is a validation of the efforts we put forth to meet our customer's rapidly-evolving needs.”

The Frost & Sullivan Award recognized West Corporation for its outstanding management, revenue and market share growth, new market penetration, technological innovation and industry leadership. In addition, the award highlighted West's ability to grow their business through strategic acquisitions.

### **About West Corporation**

West Corporation is a leading provider of outsourced communication solutions to many of the world's largest companies, organizations and government agencies. West helps its clients communicate more effectively, maximize the value of their customer relationships and drive greater profitability from every interaction. The company's integrated suite of customized

solutions includes, customer acquisition, customer care, automated customer contact solutions, emergency communications, conferencing, and receivables management services.

Founded in 1986 and headquartered in Omaha, Nebraska, West has a team of 42,000 employees based in North America, Europe and Asia. For more information on West Corporation, please visit [www.west.com](http://www.west.com).

### **About Frost & Sullivan**

*Frost & Sullivan*, the Global Growth Consulting Company, partners with clients to accelerate their growth. The company's Growth Partnership Services, Growth Consulting and Career Best Practices empower clients to create a growth-focused culture that generates, evaluates and implements effective growth strategies. *Frost & Sullivan* employs over 45 years of experience in partnering with Global 1000 companies, emerging businesses and the investment community from more than 30 offices on six continents. For more information about *Frost & Sullivan's* Growth Partnerships, visit <http://www.awards.frost.com>.

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