

# The Home of Exceptional Outsourcing

## USA

Established in November 2008, ClearSource’s US headquarters and flagship location in Utah works alongside its global operations to provide next-level customer experiences and business solutions. Our American team has demonstrated exceptional capabilities in customer service, back-office operations, technical support, and more. Working closely with the CX Leadership Team, our USA operations leverage industry best practices and cutting-edge technology to drive business success.

## Why Consider Exceptional Onshore Solutions

SEAMLESS OPERATIONS

# 24/7

Flexible Working Hours

LANGUAGE SKILLS

# 67.8M

Multilingual speakers, according to 2019 data

EDUCATIONAL ATTAINMENT

# 91.2%

secondary educational attainment based on 2022 data

MARKET VALUE

# \$2B

In 2023, its market value was \$1.3 billion, projected to reach \$2.28 billion by 2031.

EASE OF DOING BUSINESS

# 6th

Ranked 6th out of 190 countries in the 2020 Ease of Doing Business Index.

## SOLUTIONS OFFERED

### Customer Support

(Tier 1, 2, 3, and 4)

(Helpline, Dealer Services, Claims Processing, Escalation, Health & Dental)

### Technical Support

### Back Office Solutions

### Revenue Generation

### Custom Solutions

## Language Proficiency

**Multilingual Support Capabilities:** The United States has one of the most diverse populations in the world, which also makes the country home to many multilingual speakers. English is the official language, but the number of US citizens who can speak languages other than English has nearly tripled since the 1980s.

According to the same US Census Bureau report, the number of English-only speakers has also increased, growing to 241 million.

The Hispanic population is the country’s largest minority group in the US, with 13% of the nation speaking the language at home. The other most common foreign languages include Spanish Creole, Chinese, Tagalog, Vietnamese, and Arabic.

The US is also a top learning destination for foreign language speakers looking to learn English or improve their skills in the language. Several academic institutions in the country offer English proficiency courses alongside academic programs for students who need to build their proficiency.



## Industry Expertise

**Homegrown Industry Experts:** US customer support teams have a knack for serving your business regardless of industry. The US has a robust workforce of experts in different sectors. The top industries driving the US economy include [Healthcare](#), [Technology](#), [Construction](#), [Retail](#), and [Manufacturing](#).

**Cost-Efficient Training:** The United States has a high educational attainment thanks to its public education system, eliminating the need for extensive training programs. The US workforce is well-equipped enough to handle your business needs.

The country is also never short of fresh talent. The US has a vast roster of reputable academic institutions, state universities, and community colleges across its 50 states.



Asian Americans and Pacific Islanders tend to have a higher education level among other population groups, while certain states, such as Massachusetts, have the highest educational attainment rates overall.

## Outsourcing Performance

**High-Performance Outsourcing:** You can always expect exceptional service delivery from US outsourcing teams. The American outsourcing market has always been a top contender in the global BPO industry. In 2023, its market value was \$1.3 billion, [projected to reach \\$2.28 billion by 2031](#). Its main drivers are its scalable and flexible services and the globalization trend in business.

The US BPO industry is booming and shows no signs of slowing down. Its [average growth was 3.8%](#) between 2018 and 2023. According to 2023 data, the country has [262,613 BPO businesses](#), with a majority coming from California, Florida, and Texas.

## Operational Requirements

**Outsourcing Partnership Made Easier:** Partnering with a US-based team can guarantee your business growth. Known for having one of the largest economies in the world, the US ranks among the top countries with the most business-friendly environments.

**A Global Business Superpower:** Starting your US operations presents many advantages. The country has strong economic ties with several global players. Its government provides several business benefits to support growing businesses, such as tax credits, exemptions, grants, loans, and other incentives.

The US has consistently ranked among the top 10 economies in the IMD World Competitiveness Ranking for half a decade.

The country is also known as a global leader in technology and innovation, home to high-tech business leaders and startups. It serves the location of top-performing startup ecosystems like Silicon Valley, New York City, Boston, Los Angeles, and Seattle.