

For Immediate Release

Thomas L. Cardella & Associates Ranks 21st Largest Global Provider of Outsourced Call Center Services

CEDAR RAPIDS, IOWA, May 11, 2011 – Thomas L. Cardella & Associates (TLC&A) announced today the company has been ranked the 21st Largest Global Provider of Call Center Services, by Customer Interaction Solutions magazine. This ranking aggregates the magazine's Top 50 Inbound and Top 50 Outbound Teleservices Agencies to provide a view of the size of the business on a global level.

TLC&A met the stringent criteria set by the editors of the magazine to be included in this year's rankings. This required providing verifiable billable teleservices minutes completed during the past year and submitted along with letters of verification from its telephone service providers certifying the number of minutes billed during the 12 month period from November 1st, 2009 to October 31st, 2010.

"To have reached a ranking of #21 on a global level after 4 years of operation is truly an achievement," said Thomas L. Cardella, President. "This ranking attests to the hard work and dedication of our 900 employees throughout Iowa and Texas."

"The editors of Customer Interaction Solutions have ranked Thomas L. Cardella & Associates as a Top 50 Teleservices Agency because they were able to document through verification letters from their telecommunications carriers that they are one of the largest outsourced call center providers in the industry," said Rich Tehrani, CEO of TMC. "This ranking is truly the benchmark for choosing large-size, large-capacity teleservices agencies."

Founded in April of 2007, Thomas L. Cardella & Associates has been recognized for quality since it opened and has also received recognition as an IQPC Top 5 Best Outsourced Provider for 2010; the 2009 IQPC Call Center of the Year Award and the IQPC Call Center Leader of the Year 1st Runner-Up Award. In just over four years, the company has grown to four locations in the state of Iowa: Cedar Rapids, Coralville, Keokuk, and Marshalltown, and one location in El Paso, Texas, with more than 900 employees. For more information about Thomas L. Cardella & Associates, please visit www.tlcassociates.com.



*Globally Ranked #21
Inbound Ranked #21
Outbound Ranked #11*

Thomas L. Cardella
A S S O C I A T E S

Contact Center Specialists

www.tlcassociates.com