

17 Years of Experience

Best-value call center services for SME's and large corporations

Operational capacity: 1000+ seats

Magellan Solutions Outsourcing Inc. (Magellan) is an inbound and outbound call center and business process outsourcing provider in the Philippines.

"As a recognized Philippine call center provider, Magellan Solutions is dedicated to providing the same complete quality of service offered by large multinational call centers to Small and Medium-sized Enterprises in all major and emerging markets."

-Fred Chua (CEO of Magellan)

We bring fresh and new approaches to strategies and operational performance of business operations by delivering the right BPO and customer management solutions that span the entire customer lifecycle.

We provide superior value to our clients by offering contact center and BPO services with six important value levers:

High quality customer service and back office associates;

Flexible but Structured processes

True-balance Cost Saving Proposition

Process Transparency through Close Collaboration with Client Partners

Continuous improvement methodologies

Family Culture Environment that promotes retention

PB Mezzanine Floor, Summit One Tower
530 Shaw Boulevard, Mandaluyong City
1552 Philippines

8th floor, Centris Cyberpod 5 ETON
Loop A, Diliman, Quezon City, Metro
Manila 1103

100 Old Country Road Suite H,
Brisbane, CA 94005, United States

Call us toll-free:
UK +44 808 280 3175
US +1 800 371 6224
AU +61 1800 247 724

Growing list of services and capabilities

Inbound

Customer Service
Technical Support
Web Chat & Email Support
Order Taking
Reservations Booking
Client Retention
Ticketing Answering Services
Message Taking

Outbound

Lead Generation
Telemarketing
Appointment Setting
Surveys Campaigns
Collections Campaign

Back Office and Data Processing

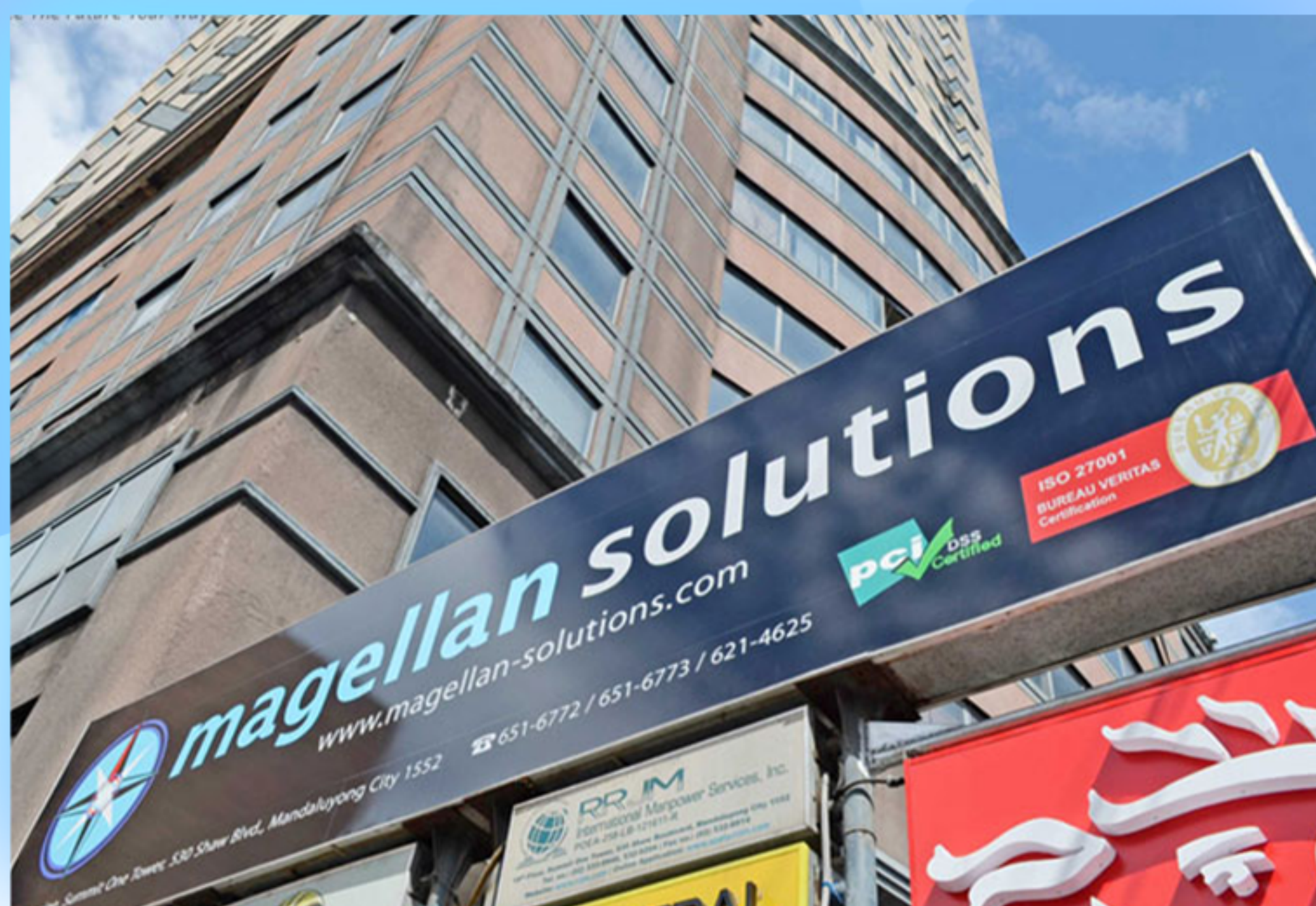
Data Research
Data Encoding
Voice Transcription
Data Processing
Background Checking
Image Processing
SEO/SEM Content Management
3D Modeling
Engineering Services
Accounting/Bookkeeping
Social Media Management
Content Moderation

Markets Served:



Local Numbers: 8396-6000
inquire@magellan-solutions.com

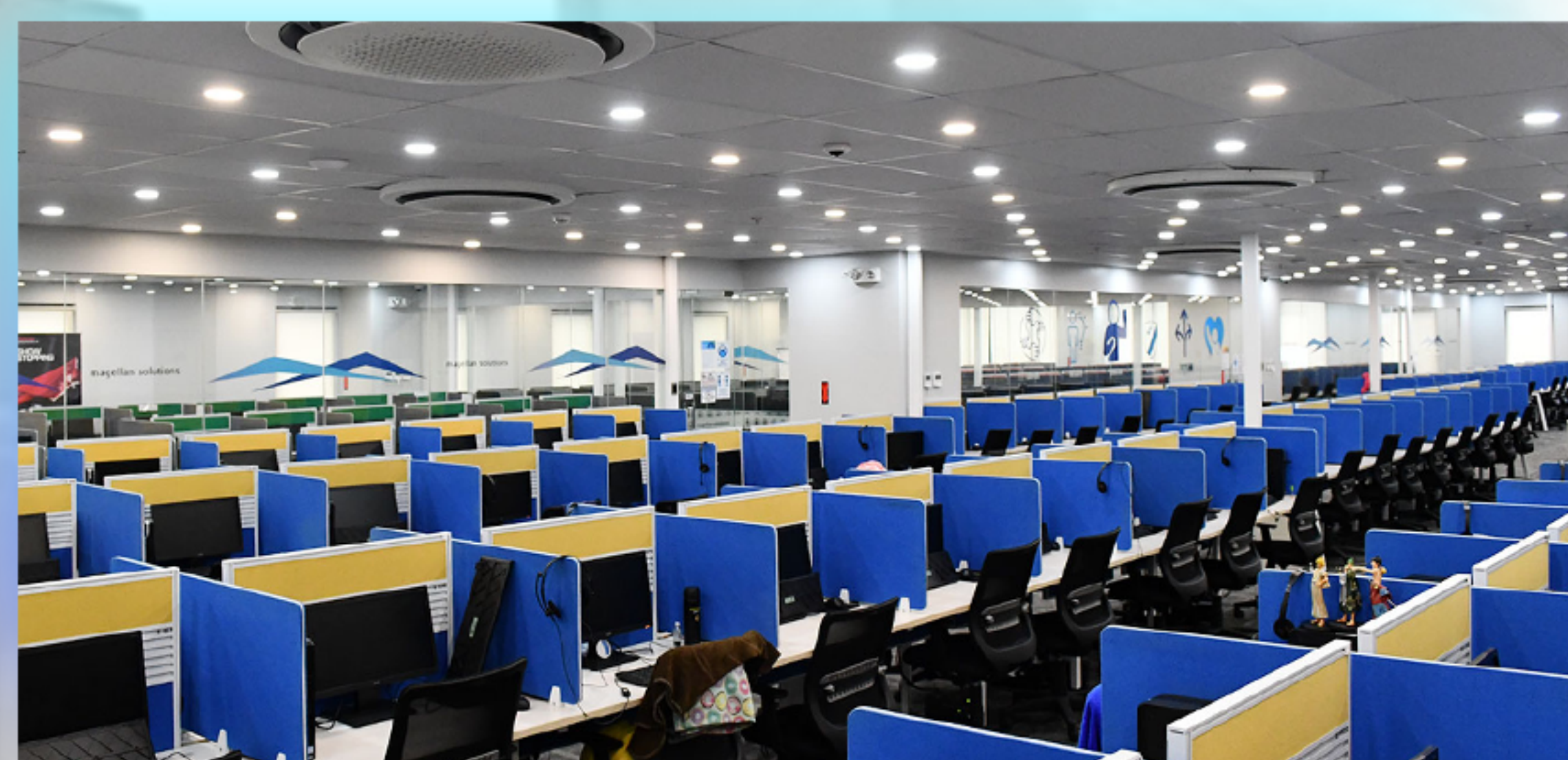
Magellan Solution's Facilities



Mandaluyong Office

Magellan Solutions is a 600-seat call center operation located in Mandaluyong, one of the high-growth cities in the Philippines and is part of Metro Manila. It presently houses the corporate, HR, IT offices and operations floors and it continues to expand with seats now offered to potential business

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Mandaluyong City 1552 Philippines*



Centris Office

Our other office is located in Centris, a sprawling hub in Quezon City where we house our call center and office support operations for our expanding clientele.

*8th floor, Centris Cyberpod 5 ETON
Loop A, Diliman, Quezon City, Metro
Manila 1103*



US Office

The US office of Magellan Solutions opened in July 2010 in answer to the increasing demand of small and medium business owners, large corporations and entrepreneurs wanting to know about the call center's growing range of inbound, outbound and BPO services. It has two offices located in Brisbane, California and Melbourne, Florida.

*100 Old Country Road Suite H, Brisbane, CA
94005, United States*



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Give us a Call