

TLCx: Where Human Empathy Meets Intelligent Automation

In a customer-first economy, TLCx is not just a contact center vendor — we're your CX transformation partner, elevating every interaction on behalf of your **customers, patients, subscribers, and citizens** to strengthen your brand and mission.

We combine the power of people + AI to scale empathy, reduce friction, and deliver better outcomes across every customer interaction on a global scale.

Mission



To create meaningful, outcome-driven partnerships that help our clients transform customer experiences, empower talent, and drive sustainable, tech-enabled growth — together.



Vision

To be the partner of choice for human-first, AI-powered customer transformation blending empathy, intelligence, and innovation to reimagine how brands serve and grow.

TLCx Launchpad

Your platform for transformation.

Whether you need dependable operations today or intelligent augmentation for tomorrow, **LaunchPad™** delivers!

Modular Innovation

TLCx EngageAI™ – Real-time agent guidance

TLCx Customer360™ – Unified customer insight & predictive intelligence

TLCx QI™ – AI-powered QA + compliance monitoring

Sandbox – Co-create new solutions with our transformation team

Core Services

Voice, Chat, Email, Back-Office

Omnichannel Orchestration

Multilingual & Secure (PCI - SOC 2 - HIPAA)

Modular by design. Human-first by principle. Scalable by outcome.

What Sets TLCx Apart?



Tech-Powered, Human-First



Dual-Domain Expertise



Nimble Operating Model



Cost-Effective Value



True Partnership Mindset

By the Numbers

18+

Years of
CX Excellence

100%

Employee-Owned
I Veteran Certified

14

Global Sites

Secure by
Design (PCI -
SOC 2 - HIPAA)

Servicing in
20 Languages

Who we Help

Trusted by leading Fortune 500 companies globally.



Healthcare



BFSI



Retail &
Consumer Products



Energy



Government



Media &
Entertainment



Travel &
Hospitality



Telcom

How We Help

TLCx delivers end-to-end support across the customer lifecycle, designed for speed, empathy, and results.

Customer Acquisition – Turn leads into loyal customers with strategic outbound/inbound execution

Customer Care – Omni-channel support with a people-first approach

Customer Retention – Save desks, loyalty campaigns, and surveys

Tech Support – Troubleshooting, IT help, and ticket resolution

Every interaction is an opportunity; we help you make it count.

Global Delivery. Local Understanding.

U.S.: Iowa City, IA; Keokuk, IA; El Paso, TX; Nationwide Work From Home

Global: Bogota, Colombia; Santo Domingo, Dominican Republic; Kingston, Jamaica; Noida, India; Panama City, Panama; Clark Freezone, Philippines; Puebla, Mexico; San Juan, Puerto Rico

All locations meet U.S. security and cultural alignment standards. Multilingual, scalable, cost-effective delivery models.

Ready to Optimize Your CX?

Whether you're scaling fast or reinventing your service model, TLCx is ready to meet you where you are and grow with you.

sales@tlcx.com

www.tlcx.com

319-730-4000



EIN: 20-8457872

