



Call Center Measurement Specialist

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Sample Client List

Some of the most successful organizations in North America utilize SQM Group's expertise to benchmark and track their contact center customer and employee satisfaction.

1800 Canada
407 ETR
Accenture Business Services
Acer America
Advanta
AEA Technology
Aetna
Alberta Treasury Branches
Allianz Insurance
American Electric Power
Arizona Public Service
ATCO
Aurora (Lehman Brothers Bank)
Australian Health Management
Aviall
Avon
Bank of Montreal
BC Contact Association
BC Ferries
BC Hydro
BCAA
Bell Canada
Best Direct Insurance
Bell ExpressVu
Bell Mobility
Bell Sympatico
Blue Cross

- Alberta Blue Cross
- Arkansas Blue Cross and Blue Shield
- BCBS of Arizona
- Blue Cross and Blue Shield Anthem of Virginia
- Blue Cross and Blue Shield of Kansas
- Blue Cross and Blue Shield of Kansas City
- Blue Cross and Blue Shield of Massachusetts
- Blue Cross and Blue Shield of North Carolina
- Blue Cross Blue Shield Alabama
- Blue Cross Blue Shield Michigan Individual Business Unit
- Blue Cross Blue Shield of Florida
- Blue Cross Blue Shield of Georgia
- Blue Cross Blue Shield of Louisiana
- Blue Cross Blue Shield of Michigan
- Blue Cross Blue Shield of Mid Michigan
- Blue Cross Blue Shield of Minnesota
- Blue Cross Blue Shield of Nebraska
- Blue Cross Blue Shield of North Dakota
- Blue Cross Blue Shield of Tennessee
- Blue Cross Blue Shield Regence Group
- Blue Cross Blue Shield Rhode Island
- Blue Cross Blue Shield South East Michigan
- Blue Cross Blue Shield West Michigan
- Blue Cross California
- Blue Cross of Idaho
- Blue Cross of Northeastern Pennsylvania
- Blue Shield of California
- BlueCross BlueShield of Vermont
- Capital Blue Cross
- Care First Blue Cross
- Excellus Health Plan New York
- HCSC Blue Cross Blue Shield of Illinois
- HCSC Blue Cross Blue Shield of New Mexico

Discoverfinancial
Dobson Cellular
Edmonton Transit
Enbridge Gas Distribution
Energy West
Enmax
Epcor
Exelon Corp
Fas Gas
Fedex
Federal Government
FIDO
First American SMS
First Data
Florida Power
GMAC Auto
GMAC Mortgage
Golden Casket
Human Resources Development Canada
HSBC
ICBC
ICG Propane
Idaho Power
Identify Theft Assistance Corp.
ING Bank Of Canada
ING USA
Inland Cement
Jackson National Life Insurance
Kal Tire
Keystone Mercy Health Plan
Laurentian Bank
Liberty Mutual
Lifescan
London Hydro
Loyalty Group
Manitoba Hydro
Manpower
Marriott Hotel
MBNA
Mead Johnson
Mellon
MetroNet AT&T
Molson
Municipal Government
Nationwide Carpet
Nevada Power
Nobel Biocare
OfficeMax
Old Mutual Financial Network
Pacific Power
Pegasus
Preferred Health
Presidents Choice Financial Insurance
Provincial Government
Purolator
Region of Halton
Reliable Office Supplies
Rogers Communications Inc.
Royal Bank
Safeway
Sage AccPac Canada
SaskTel
Scotiabank
ScotiaMcLeod
Sears
Semperian (GMAC Auto)
Sierra Pacific Power
Sprint
Squirrel Software
St George Bank

- HCSC Blue Cross Blue Shield of Oklahoma
- HCSC Blue Cross Blue Shield of Texas
- Health Now BlueCrossBlue Shield of Western New York
- Helath Now BlueShield of Northeastern New York
- Highmark
- Horizon Blue Cross Blue Shield of New Jersey
- Pacific Blue Cross
- Premera
- Wellmark Blue Cross Blue Shield of Iowa
- Wellmark Blue Cross Blue Shield of South Dakota
- Wellpoint

Boise Office Solutions
 Brantford Hydro
 Bristol Myers
 CAA Canada
 Calgary Transit
 Cam Industrial
 Canada Post
 Canadian Airlines
 Canadian Student Loan Program
 Canadian Tire Financial Services
 Canon
 Capital One
 Carolina Power
 CIBC Bank
 Cinergy
 CitiFinancial
 Citistreet
 Citizen and Immigration Canada
 Citizen Bank
 Citizens Bank of Rhode Island
 Cogeco
 Computershare
 Countrywide Home Loans
 CP Rail
 Crystal Decisions
 Curian
 CUETS
 Davis + Henderson
 Direct Energy

Staples
 Star Choice
 Sun Life
 Sun Media
 Suncorp
 TD Trust Canada
 Telstra
 Telus
 Terasen Gas
 The HON Company
 The Schwan Food Company
 Themis (FMEP)
 Toronto Hydro
 Toronto Star
 Trail Appliances
 Transalta
 US Bank
 Unisys
 Utah Power
 Utilicorp
 VanCity Bank
 Videotron
 VSP Vision Care
 Wellpoint Insurance
 Wells Fargo
 Westjet
 Whirlpool
 Workers' Compensation
 Xplornet
 ZIONS Bank

SQM specializes in benchmarking employee and customer satisfaction for contact centers.

What our clients have to say...



Scotia Bank
Mike Hayes, Senior Vice President Call Centers

"We have worked with SQM for over 5 years using the data in increasingly deep and useful ways to improve our customer satisfaction and employee satisfaction. We use the data in our strategic planning, and we use it in our quality monitoring process. It keeps us focused on making the right improvements for the right end result."



Canadian Tire Financial Services
Mary Turner, Vice President

"SQM benchmarking has given us current, relevant information about our customers' perception of our service along with an effective method for identifying areas of improvement with the best pay back in customer loyalty. Their analysis of our employees' satisfaction with our HR practices has also helped us to understand our strengths and target improvement opportunities. All of this helps us to focus our efforts on what will really make a difference to our customers and our employees."



Cinergy
Todd Arnold, Vice President Customer Contact Services

"SQM's approach is unique in that it benchmarks the total call center environment: the operational metrics, your employees' satisfaction and your customers' satisfaction. This holistic approach results in you having a detailed view, compared to your peers, of all of the dynamics going on in your call center and how your customers perceive the result."



Vision Service Plan
Laura Costa, Vice President Customer Service

"We wanted to get beyond conventional benchmarking and look at how our customers see us and what we can do better to meet their needs. SQM's approach is very thorough with a lot of detail so that you can take action with the data. This also helped us to prove how a strong service operation contributes to customer loyalty. I would recommend their work to anyone."



Bell Canada
Patte Seaton, Vice President Customer Care

"When the five Bell companies get together we have always struggled with comparing ourselves to each other. We used to spend more time talking about how we were different and why comparisons were apples and oranges. SQM, through their benchmarking approach, provided a common ground that we could all work with. Now we know who does it better than the rest - and can learn from them."