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**Egis Projects, Inc. Earns Ninth Consecutive
Center of Excellence Certification from BenchmarkPortal**



ORLANDO, Fla. (June 12, 2020) – Egis Projects, Inc., a major developer of infrastructure projects, has recently announced its ninth consecutive year achievement of the Center of Excellence Certification by BenchmarkPortal. The Center of Excellence recognition is one of the most prestigious awards in the customer service and support industry.

Egis Projects is an essential partner in the transportation industry providing innovative and quality mobility solutions for today and tomorrow. The company’s expertise in CSC operations for the tolling industry include call center management, support operations management, walk-in center, quality control, correspondent management and case management.

“This is our ninth Award of Excellence from BenchmarkPortal,” said Rosa Rountree, CEO for Egis Projects (USA). “We are very proud to achieve this independent award of quality nine times, starting with seven straight awards at our Golden Ears Bridge (GEB) project in Vancouver, Canada and our second straight award in Florida.”

Contact Centers achieve the Center of Excellence distinction based on best-practice metrics drawn from the world’s largest database of objective and quantitative data that is audited and validated by researchers from BenchmarkPortal.

“We accomplished this certification while managing 32 Key Performance Indicators and COVID-19,” said Madeline Washington, Egis’ Project Director. “I am extremely proud of my team.”

BenchmarkPortal awards the “Center of Excellence” designation to customer service contact centers that rank in the top ten percent of the contact centers surveyed. They are judged against a Balanced Scorecard of metrics for efficiency and effectiveness. Those contact centers that demonstrate superior performance on both cost-related metrics and quality-related metrics compared with their industry peers earn the award.

“We certified Egis Projects, Inc.’s customer care operations as a Center of Excellence after evaluating the company’s effectiveness and efficiency in interacting with their customers. We applaud their commitment to superior customer service,” said Bruce Belfiore, CEO of BenchmarkPortal.

About Center of Excellence Certification

Contact centers and their managers who wish to implement best practices and attain world-class performance in their industry have a unique opportunity to certify their contact centers. BenchmarkPortal’s rigorous certification process has the advantage of referencing all performance goals to their best practice database of thousands of contact centers. Thus, contact centers will be held to performance levels that will improve their competitive position, not just force them to adhere to an arbitrary standard. Discover what the steps to certification are and how they will improve your center’s performance. www.BenchmarkPortal.com/contact-centercertification/

About BenchmarkPortal

From its origins in 1995, BenchmarkPortal has become a global leader in the contact center industry, providing benchmarking, certification, training, consulting and industry reports. The BenchmarkPortal team of professionals has gained international recognition for its innovative approach to best practices for the contact center industry. BenchmarkPortal hosts the world’s largest database of contact center metrics, which is constantly being refreshed with new data. BenchmarkPortal’s mission is to provide contact center managers with the tools and information that will help them optimize their efficiency and effectiveness in their customer communications. For more information on BenchmarkPortal please call 1-800-214-8929 or visit www.BenchmarkPortal.com.

About Egis Projects, Inc., a major developer of infrastructure projects

As an integral part of Egis Group, Egis Projects, Inc. develops and operates projects for public and private infrastructure owners and investors. Through its worldwide presence, Egis has a unique know-how in managing complex transportation infrastructure projects and services to create value for communities around the world. It is recognized as a major player in the public-private partnership market, acting as a long-term developer and investor, a systems integrator, an expert in operating and maintaining infrastructure, and as a provider of related mobility services and energy. With more than 14,000 people, Egis Group is a 75-percent-owned subsidiary of Caisse des Dépôts, one of the world’s safest banks, with the remaining 25 percent held by partner executives and employees. The Egis Group earned \$1.27 billion in 2018.

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