

## **Digital Solutions Group (DSG) wins key Regional BPeSA Award**

*Best Independent Outsourced Contact Centre (under 150 seats)*

**28 July 2015 – Johannesburg;** Digital Solutions Group, this weekend, was awarded the Best Independent Contact Centre award in the regional BPeSA awards ceremony. This award recognises outstanding contribution, achievement and best practice within the contact centre sector locally, within a specific region – in this case, Johannesburg.

"We are very proud of this achievement, as it reiterates our brand attitude of doing what we say we will do and as a result, we have differentiated ourselves from the competition and risen above the industry standard. Delivering superior customer experiences is at the forefront of all we do and this award is proof of our ongoing focus and commitment to ensuring that we are able to effectively offer differentiated customer experiences for our clients," says Zak van de Merwe, CEO of DSG.

The BPeSA regional awards comprise of three awards ceremonies that take place across the country (Johannesburg, Western Cape and Kwa-Zulu Natal) between July and November - culminating in the national awards on 21 November 2015.

The leading performers within the industry – that win within the regional categories - will automatically be entered into the national awards, providing the industry with a mechanism to celebrate and recognise those businesses who have excelled at service delivery over the past year. These awards are built on the Western Cape's BPeSA awards – which have this year expanded to include other regions - and will comprise of 24 categories accordingly.

"We are equally excited for the National BPeSA Awards taking place in November, and look forward to witnessing the top industry players being recognised for the great work the sector has to offer," continues van de Merwe.

DSG has also been nominated in the CCMG Best Outsourced

Partnership category – for their work with one of their key clients in the Quick Service Restaurant industry.

“No business can succeed without a committed and motivated, hard working complement of staff. Our team’s commitment to delivering solid customer experiences across the value chain has certainly been recognised by the industry. As a result of our exceptional and talented team members, we believe that being considered for awards such as these stands as solid testimony to our organisations ability within the sector - a testimony that goes a long way in putting us in a leading market position, and we are very excited as to how these accolades may potentially catapult our brand in the minds of businesses going forward,” concludes van de Merwe.