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CCAP President, Liza Abo-Abaga, RAOI and Erika Edrada-Ortega, CCAP CEO

### CCAP KEY PROGRAMS

**HR Council**

The CCAP HR Council is a voluntary group of HR professionals from member companies that meet regularly to discuss HR issues and share best practices. The council's primary goal is to provide HR professionals with a forum and working relationships with government labor union organizations. The first meeting of the council was held last year in Manila, where the names of officers were elected and reports were given to the members of the council.

**The BPO Community**

Aside from RAOI's industry services, CCAP, with Call Focus as the main corporate partner, operates in the BPO Community program.

**NCP**

CCAP signed an agreement with the National Commission on Filipinos (NCP) which will help to improve the quality of BPO services. The first signing ceremony was held on July 20, 2018, at the Philippine Consulate in Manila, Philippines.

### CCAP Assembly



One of our flagship events, the Leadership Forum and Trade Leaders Summit held last September 20, 2018 at The Marriott Events Place, BGC is always a highlight for us. Thank you to all participants who came and participated in making it such a successful day!



Presented by the Contact Center Association of the Philippines (CCAP), Contact Center events are with the theme, "Re-imagining the Future and Expanding Your Role".

July 24 - 25, 2019 at Shangri-La Hotel, Manila will also be another networking event! Thanks to all our members, partners and sponsors for making this unique occasion so special!

### WELCOME TO THE CCAP FAMILY



### CCAP IN THE NEWS

**INQUIRER.NET** | Economic ban to hurt BPO sector

Philippines' outsourcing industry banks on offshore business services.

**ABS-CBN** | Moratorium on agencies in Metro Manila may hurt PDI competitiveness

**manilastandard.net** | Contact centers eye PDI revenue growth in 2019

### MEMBER STORIES

**ACADSSOC Celebrates its 1st Annual Teachers' Gathering in Manila**

ACADSSOC, an international union of teaching professionals, recently held its annual gathering event where nearly 100 teachers from all over the Philippines attended.

The year ACADSSOC organizers had in mind was competition. "ACADSSOC Rising Star" (ACADSSOC Rising Star) competition, which started in December 2018, will have more than a hundred teachers competing across other academies with the hope that candidates will finally make a difference in the big world.

**See the Coolest and Most Fabulous Office in Taguig, BGC - BGC**

Starting from an office and a growing group, only big enough for their employees, Taguig became the center of government of economic development and solutions for the world's most dynamic companies from a modest workplace. Taguig has grown to being a leading edge office of international LDCs, MNCs, BPOs, and a rising star in the Philippines. Taguig is the place to be.

Now, Taguig has become a workplace to be in. For the first time, Taguig has reached outside of its boundaries to its industry giant within Taguig, BGC.

**Strengthening efficiency and security: Eastern Communications launches upgraded cloud services and cyber defense**

Furthering business efficiency and security, Eastern Communications, one of the premier telecommunications companies in the country, introduces its upgraded and more advanced products and services, spearheaded with global value SOCs and a new Cloud Edge.

**Everisa Names Dana Palmer as President of Operational and Strategic Performance**

Everisa announces the appointment of Dana Palmer as President of Operational and Strategic Performance at Everisa for C1 in Contact Center Centers, Thailand, Latin and Mexico.

**Teleglobe Performance Philippines recognized for its social media campaign at the 17th Philippine Social Awards**

Teleglobe Performance Philippines was an overall winner for best social media campaign for the 17th Philippine Social Awards. The award was presented by the Philippine Social Awards, an organization that recognizes the best in social media marketing.

**Indicore Teams up with Mayo Clinic to Provide Filipino Access to Highly-specialized Healthcare**

Indicore Corporation, operating under the brand name "Indicore", and affiliated business group, Indico Health, announced today that they entered into a strategic partnership with Mayo Clinic, a leading provider of highly-specialized healthcare services, to provide the highest quality of care to Filipino patients.

**Site champions Inclusion and Diversity at the PDPF Pride Summit 2018**

Two Philippine firms for Inclusion and Diversity at the PDPF Pride Summit 2018, with a clear message: The PDPF Pride Summit is the biggest attended in the Philippines and gives the organizations promoting inclusion and diversity in the country. Inclusion and Diversity at the PDPF Pride Summit offers a lot of great insights and practices, which are relevant to the business community in the Philippines.

**Global Digital Transformation Program Helps Keep Subscription Safe from Online Sexual Exposure**

All many online users are able to do is to protect their online data. However, they are not always aware of the risks of online exposure. Global Digital Transformation Program helps keep subscription safe from online sexual exposure through advanced security solutions, including secure payment, authentication, and other digital security solutions.

### PARTNER UPDATES

**ETON**

ETON Properties continues to expand its reach in the growing need for office spaces.

ETON Properties has a long history of providing high-quality office spaces in the Philippines. With a strong presence in the country, ETON Properties continues to expand its reach in the growing need for office spaces.

**Medica, Genified Assessment Provides High-Impact Results**

Medica, Genified Assessment provides high-impact results for your business. Medica, Genified Assessment provides high-impact results for your business.

### OTHER UPDATES

**BPO companies eye PDI revenue growth in 2019**

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**PLDT**

PLDT is a leading telecommunications company in the Philippines. PLDT is a leading telecommunications company in the Philippines.

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