EXP+ : Engage
Sitel® Multilingual Hubs

Build cultural connections with new customers and serve new markets, without having to grow your physical footprint.

The Power of Closer

In today's global marketplace, being closer to the culture of your customers – speaking their language, knowing their culture – is the key to success and growth. Powered by our proven expertise in attracting, developing and retaining the best native talent, our multilingual customer support hubs deliver lower-cost, higher-quality solutions for consolidating your global customer experience (CX) strategy.

Sitel® Multilingual Hubs offer 16 strategically located multilingual customer support hubs staffed by over 7,000 multilingual associates capable of meeting your customers' needs 50+ languages.

In addition to delivering significant cost savings, opting for a multilingual customer support solution simplifies everything from vendor management to IT investment while ensuring you deliver the same, consistent levels of service – no matter how your customers reach out and regardless of the language they speak.

Sitel Multilingual Hubs is the answer for clients who want to:
- Ensure best practices from one region is seamlessly implemented internationally
- Avoid regulatory restraints within traditional contact center models
- Leverage the agility and confidence to explore new markets to meet growing customer demand

Key Benefits of Multilingual Customer Support

Native/Fluent C2 Talent

Powered by Insight
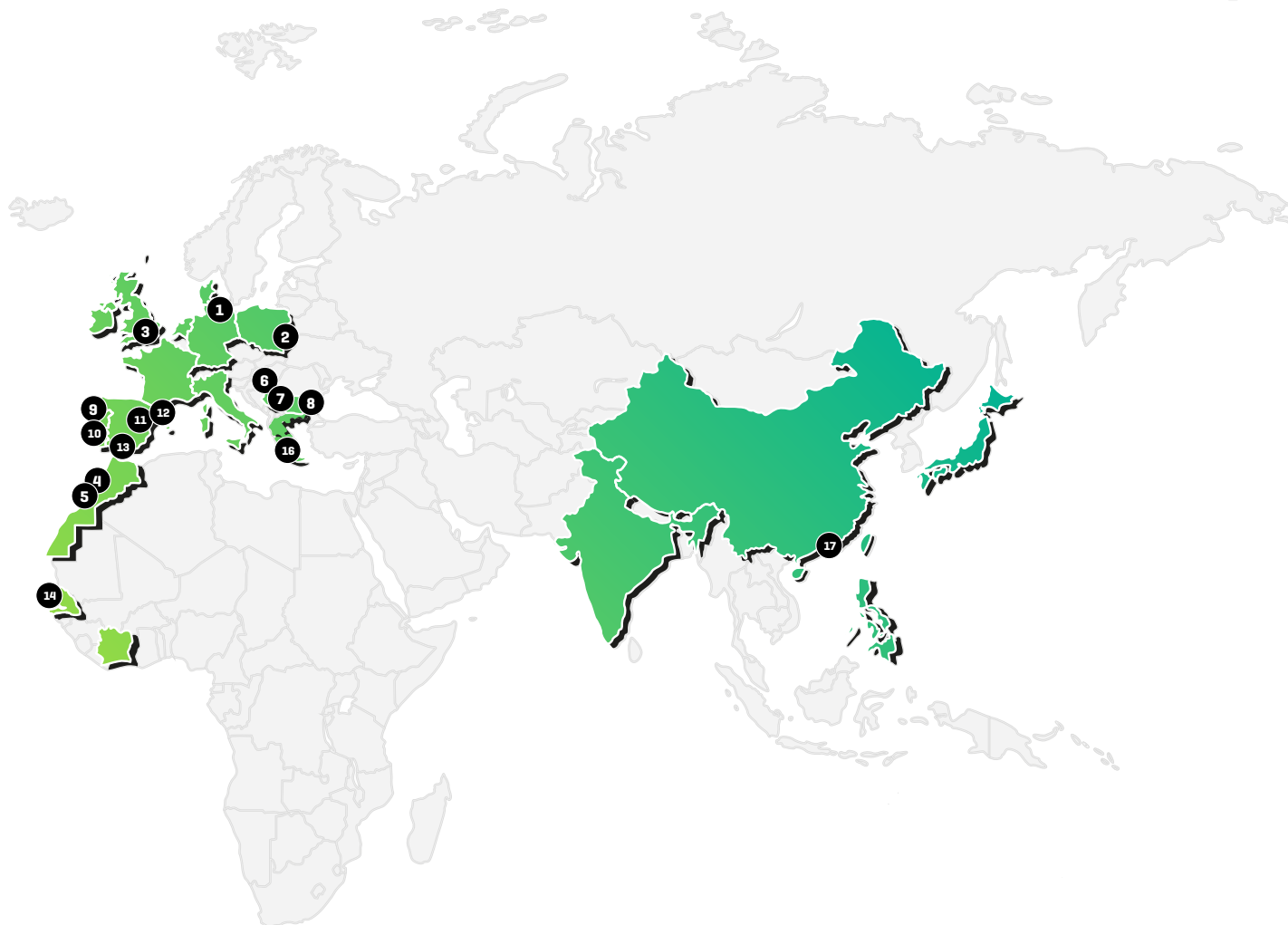
Single Point of Contact

Global Connectivity

Global Expertise

Secure & Stable

sitel group

Our Language Hubs

*Our multilingual hubs support **50+ languages**
with over **7,000 associates***

1. Copenhagen, Denmark
2. Warsaw, Poland
3. Kingston-upon-Thames, U.K.
4. Rabat, Morocco
5. Casablanca, Morocco
6. Belgrade, Serbia
7. Sofia, Bulgaria
8. Varna, Bulgaria
9. Porto, Portugal
10. Lisbon, Portugal
11. Madrid, Spain
12. Barcelona, Spain
13. Seville, Spain
14. Dakar, Senegal
15. Abidjan, Ivory Coast
16. [NEW - 2020] Athens, Greece
17. [NEW - 2020] Guangzhou, China

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