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Empereon-Constar Announces Colocation Data Center at ViaWest

By establishing a colocation data center, Empereon-Constar will provide customer partners with improved scalability, reliability, and security

Phoenix, Arizona (September 20, 2017) – Empereon-Constar, a leading provider of end-to-end customer engagement and customer management solutions, announced today that it is converting to a colocation data center at ViaWest Cornell to keep pace with growing client demand. Empereon-Constar’s IT Operations department has also moved and are now located in a new building within a mile of the ViaWest Cornell data center.

“Built in a high-performance environment, the ViaWest Cornell data center is designed with the scalability, resilience, and multi-layered security required for all strategic business applications and critical data,” said Travis Bowley, CEO. “Empereon-Constar’s significant investment in our new data operations center reaffirms our commitment to the highest standards necessary to deliver quality services to our clients.”

“The ViaWest Cornell data center provides Empereon-Constar and our clients a high-performance 24/7/365 data center with multiple redundant power distribution paths and 2(N+1) redundancy,” stated Bryan McRoberts, Chief Information Systems Officer. “These technological enhancements will allow Empereon-Constar to pass along significant improvements in service to our clients.”

Additionally, the entire Empereon-Constar IT department relocated to a 10,000-square-foot IT Operations facility located at 3131 South Vaughn Way in Aurora, Colorado. The new office features an open workspace for greater collaboration among team members and provides a dedicated workroom where the IT team can perform the software/hardware work necessary to support the Empereon-Constar enterprise computer systems. There is also a structured staging area for setup and deployment along with a conference room specifically designed to accommodate strategy and development discussions.

“In designing the new center, significant consideration was also given to facilitating collaboration and data center infrastructure management,” stated Gary Dickerson, VP, Information Security. “All of which will enable Empereon-Constar to better serve the growing demand for services from existing and new clients.”





About Empereon-Constar

Empereon-Constar is a leading business process outsourcing company providing end-to-end customer engagement and customer management solutions for New Sales Account Generation, Customer Care, Risk and Fraud Operations, Collections Operations, QA Agent Call Monitoring, Back Office Administration Support, and Tech Support across the entire customer account lifecycle. Our customized solutions, real-time analytics, and global footprint help our clients achieve their business goals.

Empereon-Constar's full range of consumer and commercial services includes: lead generation, inbound / outbound sales, account origination, customer care, customer service, technical support, first party collections, recovery collections, credit bureau dispute management, fraud risk management, anti-money laundering, loan servicing and loan processing. Our world-class services and unique global strategy allows us to meet the needs of our client partners across multichannel (email, chat, phone) communication platforms, provide exceptional customer experiences, and consistently deliver world-class performance results, while maintaining the highest level of data security and compliance.

Empereon-Constar portfolio of companies: Empereon Marketing, LLC, Constar Financial Services, LLC, Empereon International, Constar International, and HQC International.

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