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For Immediate Release

February 16, 2022

AnswerNet Completes Acquisition of Quality Contact Solutions

Willow Grove, PA, February 2022: AnswerNet, a full-service provider of inbound, outbound, automated, and BPO contact center services, is pleased to announce that it has acquired *Quality Contact Solutions* (qualitycontactssolutions.com) and its subsidiary *QCS At Home*.

The acquisition was officially finalized on December 31, 2021. As a result, AnswerNet retained all employees of *Quality Contact Solutions*. Chris Grothe, *Quality Contact Solutions*' Vice President of Operations, was appointed to oversee the company.

Quality Contact Solutions (QCS) specializes in telemarketing call center solutions that achieve sales results for its clients. Their areas of expertise include B2B Outbound Marketing, B2C Outbound Marketing, TCPA Call Center Consulting, and Outsourced Telemarketing Quality Assurance. Their experience covers a wide variety of industries for clients whose brands are *world-renowned*.

"We are very excited to welcome the *Quality Contact Solutions* team to the AnswerNet family," said Gary Pudles, AnswerNet's President and CEO. "As one of the most respected providers of call center services, in the United States, *Quality Contact Solutions* offers additional telemarketing, BPO and compliance expertise and bandwidth that our clients can take advantage of immediately. In addition, the disciplined experience the QCS team adds will benefit all facets of the AnswerNet organization."

"I am proud of the *Quality Contact Solutions* team and what we have built in the last 15 years." added Angela Garfinkel, the former owner of QCS. "With more than 1500 employees and 30+ call center locations in the U.S., nearshore and offshore, the combined resources of the AnswerNet companies and *Quality Contact Solutions* will give the QCS clients access to more services and operational efficiencies in 2022 and beyond."

Richard Kommit and Eric Crouse of Kommit & Company represented QCS in the transaction. Eric Crouse noted "This transaction was perhaps the most fulfilling in our twenty-plus years of representing contact center owners. We are excited about the future of the combined companies."

The *Quality Contact Solutions* acquisition complements the other brands included in the AnswerNet family of companies, which include Business Process Outsourcing (BPO) (callcenterservices.com), Telemarketing (telemarketing.com), Education (AnswerNetEducationServices.com), Nonprofit (FineLineSolutions.com), Answering Services (answerservicesus.com), Appointment Setting (appointmentsettingpros.com), and Third-Party Verification (tpv.com).

About Quality Contact Solutions

Quality Contact Solutions is a PCI Certified Level 1 and SOC 2 Type 2 Call Center that provides call center solutions created to achieve sales results.

About AnswerNet

Headquartered in Willow Grove, PA, AnswerNet is a full-service provider of inbound, outbound, automated, and BPO call center services. Founded in 1998, the company has over 30 sites with 2,000 full-time employees across the U.S. and Canada. Specialty divisions include Agriculture, Nonprofit, Education, Appointment Setting, Energy, and Third-Party Verification.

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