

City of Bristol Tennessee

FOR IMMEDIATE RELEASE
Thursday, August 30, 2012

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Company Opening Call Center Creating 500 Jobs for Bristol Tennessee

Today the City of Bristol announced U.S. Solutions Group, Inc., a Teleperformance company, will open a call center in Bristol at the former Touchstone building located at 2536 West State Street. The announcement represents an investment of 4.1 million and the creation of 548 jobs.

In operation since 2001, U.S. Solutions Group, Inc. was established in response to the demand of America's leading corporations for high quality, customized outsource services. The company provides custom, complex integrated call center based solutions for its clients. In April 2012, U.S. Solutions Groups, Inc. was acquired by Teleperformance, the No. 1 global contact center provider, with 249 facilities in 49 countries. Teleperformance has been providing Worldwide Customer Experiences since 1978.

Mayor of Bristol Tennessee Joel Staton said, "As said recently this is one of the major components of what local government is supposed to do, create an atmosphere in which businesses can see a reason to come here, to Bristol, to grow and thrive."

"We are delighted with H.S. Solutions Group's decision to locate and consolidate operations in Bristol, Tennessee," Jeff Broughton, Bristol City Manager, said. "The company will be a valued member to our growing business community and will bring more than 500 skilled jobs to Sullivan County."

"We join with our partners in Sullivan County in welcoming U.S. Solutions to Bristol, Tenn.," Richard Venable, CEO, NETWORKS Sullivan County Partnership said. "While working with this outstanding company to locate the best place to do business, we were extremely impressed with the efforts they make to be a great place for their employees to work. We look forward to U.S. Solutions Group becoming a part of the Sullivan County family."

Sharon Bricker, Vice-President –Operations for U.S. Solutions said, "We are very happy to become a business partner with the State of Tennessee and the City of Bristol Tennessee in our new facility here on State Street. In making this decision, our company has worked very hard to determine what is best for the long-term growth of our company, and our partners, the city, Sullivan County, state, NETWORKS, and of course Johnson and Associates, have been committed to helping us make this move a reality. We appreciate the help and commitment to making this a good move for our company and the community."