

Smart agrees to expand with Admerex

Smart Communications, Inc. has agreed to expand its consumer collections workforce with Admerex to support their credit and collections effort for their active subscriber portfolio. Admerex was recently accredited for Call Center Services by PLDT-Smart's Procurement Team. The strategic outsourcing partnership between Smart and Admerex, which goes back to 2012, will grow to an approximate volume of at least 100 contact center agents in the upcoming year. Initially focusing on remedial collections on terminated accounts, both are already considering further growth with more engagements in 2019.