



Paladino S.A is a company dedicated to run informative campaigns to debtors via CRM software & techniques. Based on a customer oriented approach & philosophy that governs its day to day activities as well as its basic corporate values (Customers, Human Resources, Results) Paladino aims to continuously develop and improve all services provided covering the rapidly evolving needs of existing and new clientele.

Having as key initiative & goal to achieve the optimum results, both quantitative & qualitative, the company employs highly skilled professionals & constantly invests in new technologies.

Paladino's Competitive Advantage is the in-depth knowledge and experience in Customer Relationship Management and the end to end Debt Management mechanism having as key elements:

- A clear corporate direction, philosophy and culture.
- The appropriate organizational structure and operational flexibility.
- Specialized training programs.
- State of the art technological infrastructure.

Recognizing the great responsibility we have in managing the most important asset of our clients - their customers - the high moral values of our people and confidentiality is required and guaranteed. We invest in attracting, developing, rewarding and retaining our employees. We commit to our people for rewards based on merit systems in line with both the company's financial results and our Partners targets. We develop our staff constantly offering new responsibilities and advancement opportunities.

Certifications

ISO 9001:2008

The certification for the quality management system ISO 9001:2008 confirms that the procedures implemented by the company were designed and are continuously controlled and complied ensuring the complete alliance with the already pre-defined requirements.

ISO 27001:2005

The certification for the information security system ISO 27001:2005 confirms that the information and data managed by the company are handled in such ways so as to ensure the availability, integrity and confidentiality in every sector of the Company.

Memberships

- A) Registry of **Debt Management Companies** as stated in Article 7 of Law 3758/2009, No. 11 / 21.6.2010.
- B) Member of ESEDA (**Hellenic Association of Debt Management Companies**).
- C) Founding Member of E.I.E.P. (**Hellenic Institute of Customer Service**).

SERVICES

We work side by side with our customers especially when they plan innovative ways to meet their clientele needs.

We listen, explore and recognize the ever growing service needs of our partner's clientele while cooperating in the development and supply of quality customer services, fully focused on the needs the specific segment.

We systematically record & measure our effectiveness and the added value we provide to our partners. The measurement and quantification of our results is a mainstay operation and improvement of services. Their analysis combined with customer information collected in the course of our work leads to the best possible result.

CUSTOMERS

Paladino addresses all businesses that have ongoing relationship with their customers:

- Telecommunication Companies
- Banking organizations
- Insurance companies
- Commercial Companies
- Public Organizations