



**Helping businesses drive meaningful
change and discover new avenues
for growth**



 centrocdx.com

Company Profile



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Company Overview

Established in 2009, Centro is a diversified global business and technology consulting leader. Our headquarters are based out of Winchester, VA; however, our reach now extends across the U.S. and worldwide to Egypt, the Philippines, UAE, and Saudi Arabia. Driven by a passion for transformation and innovation, we offer comprehensive solutions under four key lines of business:



We are uniquely able to deliver exceptional results because of our broad range of services and solutions. These same capabilities, when combined with our culture of shared success and commitment to creating lifelong value, enable us to build lasting relationships with our clients.



History

2009

We began our journey with a mission of elevating customer experiences. Our founder, Hesham Farag, ventured into the bustling streets of Winchester, VA, and established our headquarters as a humble yet ambitious startup.

2010

We made our international debut, opening our first operational site in Cairo, Egypt. This marked a major milestone in our story as we began realizing our aspirations of transcending borders to serve clients worldwide.

2015

We set up a new operational site in the heart of Manila, Philippines.

2016

Our continued dedication and successes further expanded our horizons. And in 2016, we opened yet another robust facility in Winchester, VA.

2021

We diversified our portfolio of services and solutions to usher in DataSphere, Digital Experience, and Customer Experience.

2022

We launched a state-of-the-art CX center in the picturesque city of El-Gouna in the Red Sea Governorate of Egypt.

2023

Two additional operational sites established – thriving centers in the dynamic cities of Dubai, UAE, and Riyadh, KSA. Here, we maintained our ethos of delivering superior value-added services and solutions that strengthened our global reach.

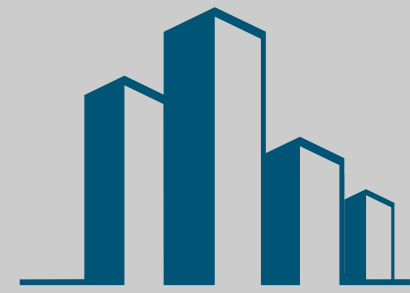
Centro at a Glance



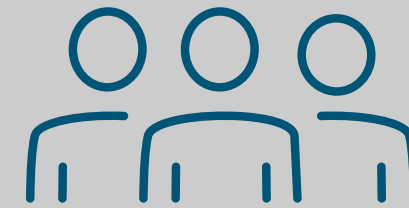
1500+
Employees



91%
Satisfaction Rate



6
Delivery Centers



33M+
Transactions



\$50M+
Clients Cost
Reduction



Awards & Certificates



**Services
and Solutions**

Centro
DataSphere

Centro
DX

Centro
CX

Centro
HealthCare



**Better Decisions
Start Here**

At Centro DataSphere, we believe in leveraging data to create better results for our customers. That's why we worked hard to bridge the gap between data management, analytics, and cloud ops to give businesses end-to-end solutions that help them make sense of their data and inform decision-making.

Our extensive library of solutions is designed to take your data every step of the way, from raw format to insightful revelations.

DataSphere Solutions



Data Management



Data Analytics



Cloud Data Ops

Centro | **Stay Ahead
of the Curve**
DX

With technological advancements changing how we live and work, businesses that resist digitizing their operations are finding it increasingly difficult to remain competitive. Fortunately, at Centro Digital Experience, we recognized this paradigm shift early on.

And in response, we refined our solutions to help businesses adopt the latest technologies to modernize and transform their processes.

Digital Experience Solutions



Customer Experience Solutions



AI-Powered Automation



CRM & Business Apps



Custom Development



Workforce Management Solutions



Centro
CX | **Greater Efficiency
Improved Performance**

Since day one, Centro CX's mission has been to alleviate the burden on organizations of all sizes by providing flexible, cost-effective, and consistent outsourcing services.

From Contact Center and HR to IT and Hosting services, Centro CX has built a reputation as a trusted partner that can help businesses achieve their operational goals.

Customer Experience Solutions



**Contact Center
Services**



**Human Resource
Outsourcing Services**



**IT Outsourcing
Services**



**Contact Center
Hosting Services**



**Take Control of
Your Practice Today**



Centro Healthcare’s mission is to assist U.S. healthcare providers in streamlining their medical billing processes and enhancing day-to-day practice operations.

With 14 years under our belt, we’ve become experts in helping medical practitioners maximize claim reimbursements and handle the administrative tasks of running their practice, so they can focus on providing quality patient care.

Healthcare Services



Medical Billing Services



Credentialing Services



Pre-Authorization Services



Front Office Services

Global Presence, Local Feel

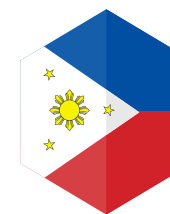


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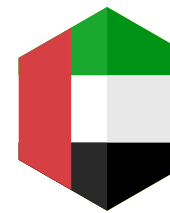
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UAE
Dubai Silicon Oasis, Dubai



Clients & Partnerships

Clients



Partners

We join forces with industry-leading partners to continuously expand our library of services and solutions and bring you the best-of-breed technologies.



Testimonials



PIC Pampered Chef
Berkshire Hathaway company

Andrew Treanor
Chief Executive Officer

"Centro has taken most of our global support and they've done an amazing job, been able to support our customers through some very difficult time, through the pandemic, where we grew the business exceptionally fast, and Centro was able to keep up providing an excellent quality of services to our customers"



FLUENCE
A Siemens and AES Company

Matthew Antonishak
IT Service Desk Manager

"Service Desk support has exceeded expectations. Their ability to both problems solve and offer solutions while supporting customers and FIT staff has been extremely valuable and appreciated"



PIC Pampered Chef
Berkshire Hathaway company

Nevena Srebrevna
Chief Field & International Office

"Centro has been a critical partner in our international expansion efforts, especially as it pertains to our learning as we've opened up new markets in Europe as we open up our French market, their flexibility and ability to partner with us to test and learn to establish new strategies and ways"



NATIONWIDE
MEDICAL, INC.

Sara Cruz
Director of Operation

"I just wanted to say thank you so much for making this such a seamless transition. You both made it so easy to get everyone up and going first thing without any questions. I hope you both have a restful weekend. Sincerely, Also, thank you for all the work you have been putting in to ensure we can test the migration appropriately while the agents are still working."

Let's talk!

 www.centrocdx.com

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