

Circuit City Extends Learning Services Contract with Convergys (Feb 26)

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Convergys Corp., a global provider of customer care, human resources and billing services, will continue to provide outsourced learning services to Circuit City Stores Inc. under the terms of a two-year contract extension.

Circuit City has used Convergys' comprehensive outsourced learning services since 1999.

Convergys will continue to provide consulting services for learning content development and sourcing, operations and administration, hosting and delivery services.

"Since using Convergys' training systems, we have been able to speed up the learning process and improve the quality of training — associates give us high marks for delivering relevant training that helps them in their jobs," said John McKeever, Circuit City director of training. "We average more than 900,000 course enrollments per year, keeping our associates informed about new technologies and helping provide an improved shopping experience for our customers.

"Convergys repeatedly demonstrates its commitment and capability to support this vital learning environment for the success of our business."

Convergys is a provider of global learning solutions, helping companies align learning with their corporate strategy to reduce costs, ensure accountability and drive breakthrough business process outsourcing.

As a trusted corporate learning partner, Convergys has provided outsourced learning services to Fortune 1000 clients for more than 12 years, with more than 500 clients in both the private and public sectors, supporting employees in 70 countries and 35 languages.