



For Immediate Release

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AnswerNet Acquires 11 Companies in 11 Months

Expands BPO Service Offerings in Energy, Telecom, Nonprofit and Financial Services

Willow Grove, PA, May 2022: AnswerNet, a full-service provider of inbound, outbound, automated, and global BPO contact center services, announces the completion of 11 call center-related company acquisitions between March 2021 – February 2022.

At the onset of the pandemic in 2020 while many businesses faced stoppages or closures, AnswerNet was called upon to offer various Covid19-related services, including support and assistance with contact tracing, Emergency Rental Assistance Programs (ERAP), state unemployment claims, and others. As the vaccine was introduced, scheduling and other vaccine-related work expanded AnswerNet's Covid/BPO service portfolio further.

As this Covid-related work began to dissipate in 2021, several well-respected companies with strong operations and steady cash flows approached AnswerNet looking to sell their businesses. In the words of Founder & CEO, Gary Pudles, ***"The time came to make a choice; do we downsize or do we reinvest in the company? We chose the latter, and here we are."***

The 11 Acquisitions:

1. A **spinoff of a large Canadian contact center operator** in Halifax, NS
2. **[FineLine](#)**: Winnipeg, MB (nonprofit donor services including "keying and caging" operations)
3. **[Mathews Answering Service](#)**: Great Falls, MT
4. **[TPV.com](#)** (aka Data Exchange): Tulsa OK –first of four third-party verification (TPV) companies
5. **[TrainNow.net](#)**: Seattle-based learning management system (LMS)
6. **[Ansvercomm Telephone Answering Service](#)**: Hackensack, NJ, Maple Shade NJ, and N. Fort Lauderdale, FL
7. **[Action 1 Answering Service](#)**: Mountain Top, PA
8. **[VoiceLog](#)**: San Antonio, TX (TPV)
9. **[Quality Contact Solutions](#)**: Aurora, NE (large dedicated BPO & telemarketing provider)
10. **[TrustedTPV](#)**: Severn, MD
11. **[Calibrus](#)**: Tempe, AZ (TPV & BPO)

Becoming a Leader in Third-Party Verification and Nonprofit Donor Services

With the purchase of these four leading TPV providers (*Calibrus, TPV.com, TrustedTPV, VoiceLog*), AnswerNet acquired businesses that have completed 115 million+ verifications and is now the largest provider of third-party verification services in North America. With the FineLine acquisition, AnswerNet now supports 50+ internationally known nonprofits, including American & Canadian Red Cross, Salvation Army, Humane Society, Habitat for Humanity, and Doctors without Borders.

Pudles adds, "These acquisitions help us further our story that we started in 1998 as a single-location telephone answering service with roots back to 1929, and have emerged as a global BPO provider who continues to lead by delivering all forms of world-class telecommunications and technology services."

About AnswerNet

Headquartered in Willow Grove, PA, AnswerNet is a full-service provider of inbound, outbound, automated, and BPO call center services. Founded in 1998, the company has over 30 sites with 2,000 full-time employees across the U.S. and Canada. Specialty divisions include Agriculture, Nonprofit, Education, Appointment Setting, Energy, and Third-Party Verification.

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