

VIPdesk Announces Strategic Partnership with Owlet Baby Care to Deliver All Aspects of Customer Service

For Immediate Release

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VIPdesk Connect Inc., (VIPdesk) an award-winning U.S. based provider of innovative outsourced customer care services, is excited to announce a strategic partnership with Owlet Baby Care to deliver comprehensive customer service for its distinguished customer base consisting of young parents.

VIPdesk will partner with Owlet to implement a state-of-the-art Customer Service solution which will serve as a true extension of the unique values and culture of this award-winning health tech company. The backbone of the tailor-made solution will be a carefully selected team of passionate baby-product-experts capable of delivering memorable customer experiences via the customer's channels of choice. VIPdesk is powered by an innovative omnichannel capable platform provided by BrightPattern and Zendesk.

"With a team comprised of many parents and a Mom myself, I couldn't be more honored to have our organization support Owlet with their growth. Owlet's smart technology gives parents peace of mind and we look forward to assisting their parent customers " - Sally Hurley, CEO, VIPdesk

"Here at Owlet, investing in our customers and their needs is inherently one of our top values. We believe partnering with VIPdesk will bring a new level of service and expectations that will be second to none. We could not be more excited to partner and build amazing memorable moments for Owlet customers." – Jared Petersen, Director of Global Customer Care, Owlet Baby Care

About Owlet Baby Care:

Owlet Baby Care (www.owletcare.com) is a health technology company founded by a team of parents in 2013 focused on maternal and baby health and wellbeing. The company's flagship product is the Smart Sock Baby Monitor, which uses pulse oximetry technology to track a baby's oxygen levels and heart rate during sleep. Owlet's mission is to empower parents with the right information at the right time.

About VIPdesk:

VIPdesk Connect, Inc., a U.S. based provider of outsourced customer care services, utilizes a team of Brand Ambassadors (customer service professionals) located throughout the U.S. to provide elevated customer experience for luxury and premium brands. Talented team members of VIPdesk not only excel in delivering superior customer service but are passionate ambassadors of the brands they serve.

VIPdesk's suite of services include: Customer service handling (via inbound phone, email, chat and SMS/text), social media management, back office support and customer experience consulting.

To find out more about VIPdesk, please visit www.vipdeskconnect.com

To connect with VIPdesk socially, find them on LinkedIn, Twitter and/or Instagram @VIPdeskConnect

CONTACT

Othmar Müller von Blumencron

+1-703-348-2236