RAYA CX Opens a New Site in Riyadh to Expand its Presence in Saudi Arabia

RAYA CX, a subsidiary of Raya Holding for Financial Investments and trusted provider of customer service, technical support, and global services for Fortune 1000 companies across North America, Europe, the Middle East, and Africa, announced the opening of its second site in the, Kingdom of Saudi Arabia in the heart of Riyadh alongside its first site in Al Khobar, a step to strengthen its operations in the region.

The opening ceremony was attended by RAYA CX's CEO, Ahmed Aboulezz, the Chief Revenue Officer (CRO), Sam Hanna, and the General Manager of RAYA CX Gulf, Hossam Fouad. The ceremony agenda included a speech by the CEO, in which we stressed RAYA CX's continued commitment to excellence and growth in the region as well as meeting with its Saudi teams to extend gratitude for their hard work and dedication.

"We are thrilled to announce the opening of our new site in Riyadh," said Ahmed Aboulezz, CEO of RAYA CX. "This expansion does not only reinforce our strong presence in Saudi Arabia but also enables us to better serve our valued clients with enhanced capacity and proximity. We are confident that our team's expertise and the new state-of-the-art facility will ensure exceptional customer experiences for our partners across a vast universe of industries."

Aboulezz added: "The new site, strategically chosen in the city-center of Riyadh, hosts an integrated operational facility equipped to the highest standards, with a massive capacity that aligns with the company's growth targets, strategic expansion plans, and ambitious commitment to attract, train, and employ 1,500 qualified national Saudi talents of both genders during the current year. This aligns with RAYA CX's commitment to supporting the efforts of achieving the ambitious 2030 vision of the Kingdom of Saudi Arabia.

"We armed our new facility with "the latest equipment and best technological solutions to manage and enhance customer experiences, along with a fully integrated team of operational and managerial competencies across various supporting departments and divisions.

The company aims, through the second operational site to enhance RAYA CX's capabilities in delivering excellent business service solutions and managing exceptional customer experiences to a growing segment of the company's clients in the Saudi market," CEO continued.

RAYA CX has earned its reputation as the preferred partner for customer service, technical support, and global services for Fortune 1000 companies since its inception 22 years ago. With a track record of delivering high-quality solutions and a commitment to innovation, RAYA CX has consistently exceeded clients' expectations and set industry benchmarks.

The opening of the new site in Riyadh marks an important milestone for RAYA CX's growth strategy, allowing the company to cater to the increasing demand for its services in Saudi Arabia. By expanding its operations, RAYA CX aims to further strengthen its position as a leading provider of customer experience management solutions in the region since 2001.

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