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Lawsuit alleges ClientLogic violates federal overtime rules

NMBW Staff

A group of former and current employees have filed a lawsuit against [ClientLogic Corp.](#), alleging the company violated federal labor laws that apply to overtime work at its call center operations in a number of states.

ClientLogic, which has a facility in Albuquerque, operates 40 call centers across the United States and in 13 foreign countries.

Justin M. Swartz, an attorney at [Outten & Golden LLP](#), of New York, which represents more than 175 workers in the legal action, says so far no one from the Albuquerque facility has "opted into" the lawsuit. The legal action includes all of the company's call centers, he says, but only directly affects employees who become involved.

The lawsuit specifically alleges that ClientLogic "required overtime-eligible workers to work off-the-clock before and after their shifts," Swartz says.

A spokesman for the Nashville, Tenn.-based company, Amit Shankardass, says ClientLogic officials can't "speak to the specific claims" in the legal action because it's a pending, unresolved matter. But he says the company has "a heritage of being a very fair and respectable employer" and has policies in place that are "compliant with state and federal regulations."

According to a release from Swartz' law firm, the lawsuit focuses on ClientLogic call center employees in up to 16 states, alleging "the company failed to pay overtime pay to call center workers as required by [the] federal Fair Labor Standards Act."

The Albuquerque call center operated by ClientLogic employs more than 600 and is the second largest among all of its facilities. In June, the company announced plans to hire another 160 employees for its Duke City site.

ClientLogic, a subsidiary of [Onex Corp.](#) of Canada, "is a leading international business process outsourcer in the contact center and fulfillment industry," according to company's Web site. Its clients include [Sony Corp.](#) (NYSE: SNE), [TiVo](#) (NASDAQ: TIVO) and [National Geographic Television](#). In addition to its U.S.-based facilities, the company has operations in France, India, Morocco, Mexico, Panama, Poland and seven other nations.

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