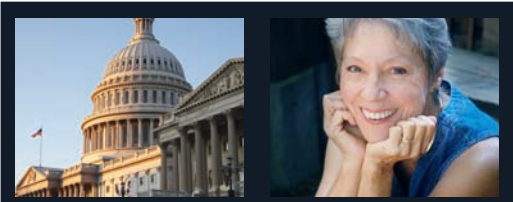
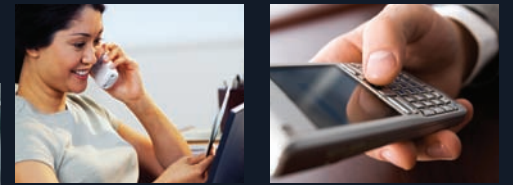


They count on you,
You can count on us.



West Direct Government Services



West Direct



Where your mission takes top priority.

There's no question about it. The demands on government agencies have become greater than ever with citizens looking to you for information, assistance and services. From routine contacts, to new program launches, to times of crisis, it's important that you're able to give your constituents' needs top priority. But, with greater scrutiny of budgets and staff, you have to balance responsiveness with your ability to efficiently and effectively fulfill the demands of your mission.

What can we do for you?

It's not only a matter of what we do, but what we can do for you. West has played a key role in helping many of our clients earn J.D. Power & Associates awards for customer satisfaction as a result of delivering innovative, measurable and repeatable results.



West was named Frost & Sullivan North American Contact Center Outsourcing Company of the Year (2008 & 2010)



Meeting your standards

At West, we know it's not enough to be the best at what we do. We also do all we can to make it easy for you to work with us by staying current with GSA schedule awards and key regulatory compliance issues.

GSA Schedules – West and its subsidiaries hold two U.S. General Services Administration (GSA) Schedule 70 Awards GS-35F-0144W and GS-35F-0654N, as well as a GSA Schedule 520 Financial and Business Solutions (FABS) Award GS-23F-0215K.

Compliance Standards – We support your ability to meet compliance requirements such as HIPAA, FISMA, ISO 27002 standard, PCI-DSS, VISA CISP, GLBA, and Sarbanes-Oxley.

West Direct Government Services connects you to the additional resources you need to support constituents with proven contact center solutions. So, whether you need to be proactive or reactive, we are ready to help with:

Multi-service solutions that include agent-based or automated solutions, self-service, alerts and notifications, public safety, interpretation services, surveys, collections and recovery, conferencing and collaboration.

Experienced personnel who are adept in their ability to bring more than 20 years of industry best practices to the public sector.

Proven technology platform to enable you to gain the advantages of cutting-edge technology, without capital investment or lengthy implementation.

Easily scalable solutions to fit any scenario and any scope – nationally, regionally, statewide or locally – for any length of time.

Unmatched security and compliance supports the standards and requirements that govern your mission.

Partnerships with key businesses that ensure the inclusion of small businesses, SDVOSB (Service-Disabled Veteran-Owned Small Business) minority-owned, women-owned, micro business, HUB-zone businesses and others.

Financial strength that comes from being one of the industry's long-standing leaders and proven providers.

We know you have a mission to fulfill and we work with you to develop single- or multi-service solutions that enable you to enhance effectiveness and efficiency, while you improve the quality of service, the satisfaction of your constituents and the reputation of your agency. How we do it is up to you.

Single-point simplicity, Multi-service capability.

Expectations are high. When you're able to access the right resources, they're also achievable. That's what West Direct Government Services is designed to help you do.

We're focused on working with you to determine how best to support your existing resources with solutions that are ideally suited to your needs, your situation and your challenges. We then assemble the right services, processes, technology and personnel to address them – in strict accordance with the requirements of your mission. This may involve one or more of the services West Direct Government Services provides.

West is the nation's leading provider of emergency communications – Intrado.



West was ranked as one of the top ten "Most Military Spouse Friendly Employers" (2008-2009)



Agent-Based Solutions

Available to any degree of scalability, West Direct Government Services enables you to deploy a full spectrum of agent-based solutions. So, you're able to better control costs, while ensuring the best-possible results, with:

Home-based agents – Ramp up or ramp down at a moment's notice with our home agent solutions that enable us to move beyond geographic boundaries to access a highly educated and knowledgeable workforce, providing you with specific skills and specialized experience. Our proprietary secure,

locked-down desktop environment assures security requirements are met.

Premise-based agents – Strategically located across the country, our call center agents have the tools and technology they need to consistently achieve the satisfaction levels and results you demand.

Bilingual agents – Reaching constituents is more than making contact, it means making the right impact. West's bilingual agents ensure you do with the ability to speak multiple languages and dialects.



Automated Solutions

Costly equipment investments, lengthy implementations and ongoing maintenance and expense are no longer obstacles to accessing the latest automated solutions. In fact, our automated services combine state-of-the-art technology with operational expertise, enabling government agencies to be more responsive to citizen needs – reducing wait times, shrinking call times and increasing service levels.

Advanced IVR – Inbound or outbound self-service technology enables citizens to get the information they need, when they need it. Advanced voice recognition heightens customer satisfaction.

Network ACD – Connect constituents with the agent that's best suited to their needs with intelligent call routing that's based on any number of criteria. Utilize your own resources

more effectively or seamlessly deliver calls to another call center or home-based agent. Ideal for unexpected spikes in call volumes.

Desktop CRM – Provide agents with the tools they need to successfully resolve interactions more quickly, such as e-mail, chat, web co-browse and incident management capabilities.



Alerts and Notifications

Change perceptions about government entities among the citizenry when you take full advantage of the latest automated technologies to deliver alerts, convey information, gauge opinions or solicit response. With West, you're able to reach key constituent groups – including younger populations who prefer texting or we can create hierarchies of notifications through multiple modes of communication.

Proactive notifications – Our robust notifications platform offers the ability to deliver multi-channel messages via voice, e-mail, SMS text and even fax. Gain additional functionality with multi-language capabilities and the ability to connect to an IVR or with an agent.

Surveys – How do constituents feel about your agency, your people or their recent interaction? Find out with automated survey capabilities that can be delivered at the end of an agent interaction or outbound contact.



Public Safety

With Intrado as part of the West Direct Government Services portfolio, you can feel confident in our ability to provide the 9-1-1 infrastructure the nation's public safety agencies rely on, along with innovative location based services designed to support mobility.



Workforce Management

At West we know you measure our value by our ability to contribute to the quality of the service you provide to constituents. Our workforce management solution enables agents to self-schedule according to shifts available, skills required and any need for time off. So, you not only know you have people available, you have the right people available. And it integrates with existing HRMS and payroll systems to provide added efficiency, without additional investments in IT infrastructure and implementation.



Language Services

Language is not a barrier to communication with West Language Services, our Over-the-Phone interpretative solution that provides interpretation in over 150 languages.



Success-based solutions

Success is not only the result of successful planning. It also requires seamless execution. West Direct Government Services has enjoyed numerous deployments that include:

- FCC digital conversion
- Medicare Part D enrollment support
- United States Postal Service delivery service quality measurement
- Social Security Administration outbound information gathering
- Amtrak service, scheduling, delays and cancellation notifications
- United States Department of Commerce 2000 Census support
- East Baton Rouge Housing Authority application processing



Where nothing is taken for granted

From our relationships with the government agencies we work with to the constituents they serve, West Direct Government Services takes nothing for granted – and neither should you. Count on us to deliver on all the aspects of security, regulatory compliance, superior agent performance and technology innovation, with:

Information Security and Business

Continuity – Twenty-four hours a day, 365 days a year our Network Operations Center staff is monitoring the health of the network and managing incidents. West's approach to information security and compliance is through strategic risk management in three basic areas:

- Governance / Standards
- Security Operations
- Monitoring / Audits

Technology Platform – Our best-in-class technology is flexible, scalable and secure. It offers multiple options for Multiprotocol Label Switching (MPLS) network providers and telecom carriers, and supports both voice and data. Coupled with our five geographically redundant data centers and industry-leading security framework, we can lessen the demands on your IT resources and offer the solution you need to succeed.

Why West?

What's important to you, is important to us.

There's a lot riding on your decision to outsource. That's why West Direct Government Services is careful to demonstrate that your confidence in us is well founded.

For more than 20 years, we've invested and reinvested in the technology, talent and tools that have made us a trusted source to the top private-sector companies in such key industries as: airlines, healthcare, telecommunications, pharmaceutical, financial services, retailers and insurance. This specialized application of our skill sets to these diverse industries prepared us well for the intricacies of the unique public sector deployments we've managed for a variety of government agencies.

From the knowledge gained, we've continued to perfect the technologies and platforms that are the foundation of our solutions. We understand the need for security that goes well beyond what's considered "acceptable." What's more, we continue to lead our own industry in the proven processes and operations that ensure seamless implementation – as well as ongoing reporting and measurement that drives continued success.

So, when we say we are confident in our ability to apply our singular experience to your specific situation, it is not an idle claim. Rather, it is your assurance that with West Direct Government Services, you have a solution that's centered on your need to communicate more efficiently and effectively, to impact your service to constituents and to achieve your mission.



West Direct

For more information, call:

800-862-1000

or visit us at westdirect.com



West Direct