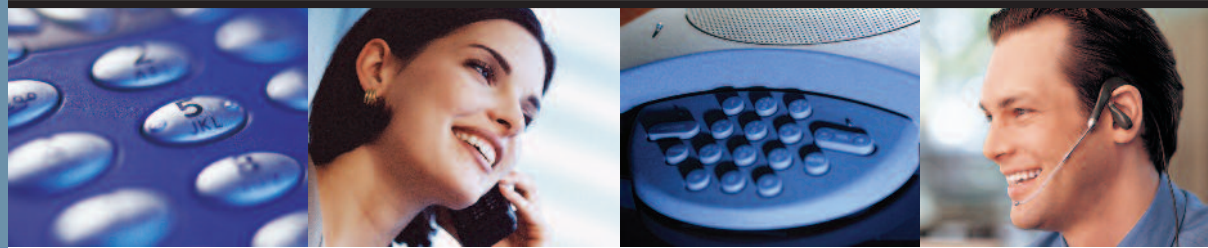


West Direct Government Solutions



Communication Services

West Direct Government Services helps government entities connect with their constituents. As the nation's leading consumer contact solutions provider, West enables your agency to provide unparalleled service and commitment to citizens. Our customized solutions can be designed to fit your ever changing communication needs. We understand the complexities of various programs and have years of industry leading experience in creating solutions tailored to fit your needs.

Blended Solutions

We have the capability to provide a seamless automated and live agent call answering/delivery platform, secure desktop application and integrated workforce management system to create a cost effective and customized solution. We are uniquely positioned to blend our solutions with other contact partners and contact delivery systems to provide an unparalleled service.

Agent-Based Solutions

- **Home-based employees** – West taps the power of a geographically dispersed employee base to maximize agent experience and education and to provide jobs to many diverse groups. Through our home agent platform, West utilizes people with physical disabilities, military spouses and a host of other demographic segments. West employs thousands of people to work from home with our secure desktop and call delivery environment.
- **Premise-based employees** – Whether dedicated or shared, West provides highly scalable and flexible contact handling.
- **Bilingual agents** – West handles millions of bilingual calls, enabling you to communicate with your entire constituency.
- **Outbound solutions** – Whether business-to-business calling or calling to consumers, West provides a customized solution based platform.
- **Account management** – West handles some of the nation's leading brands and their relationships with their customers. We leverage our experience in dealing with consumers to manage government interactions with a customer service oriented contact solution.

Automated Solutions

Our automated contact solutions allow you to improve caller satisfaction while containing operating costs. We offer automated solutions with Advanced Speech, Professional Services & Analytics, Surveys, Hosted Enterprise Routing & CTI, and many other capabilities to ensure your contacts are handled effectively.

- **Notifications** – West is the leader in proactive notifications. Whether you have a public service announcement or need to send out an emergency alert, West provides large scale capability to notify your contacts.

Conferencing Services

InterCall, a subsidiary of West Corporation, helps business professionals and government agencies throughout the world communicate more effectively. Our solutions include event, web, audio and video conferencing that can help reduce the time and expense associated with meetings and travel.

Receivables Management Services

Through our sister company, West Asset Management, we provide collection solutions that generate the revenue essential to better serve the public. Our solutions including collection of federal and state tax, fines and fees, child support and court costs will help you improve performance and reduce operational costs.

For more information on West Direct's solutions for the Government sector, call **800-862-1000** or visit us at www.westdirect.com/government.