

Contact Center Services

Meeting Your Needs Nationwide

NISH National Office
Vienna, VA

NISH Regional Offices

East
Vienna, VA

South
Kennesaw, GA

North Central
Des Plaines, IL

South Central
Arlington, TX

Pacific West
San Ramon, CA

Northwest
Seattle, WA

NIB National Office
Alexandria, VA



Industry-Leading Programs to Keep You in Touch

The AbilityOne Program offers the contact center industry's leading outsourced contact center, help desk and switchboard solutions. AbilityOne provides:

- **Performance**—AbilityOne affordably offers better service level and staffing results than commercial providers.
- **Capability**—AbilityOne agents have a higher utilization rate and very low turnover translating into quality performance.
- **Availability**—Nationwide network of providers offer national coverage and 24-hour mission critical centers with state-of-the-art architecture for disaster recovery.



For customers seeking contact center services, the AbilityOne Program offers quality standards, customer satisfaction scores and productivity levels that are unmatched within the industry. Today, approximately 1,000 persons with disabilities handle volumes exceeding 17 million contacts per year, 24/7, 365 days per year. Our specialties include:

- Contact center services (including mail processing)
- Help desk services (tier 1 support)
- Technical support services (tier 1 support)
- Switchboard services
- Answering services
- Field services and logistics (dispatch)
- Customer Service and Fulfillment
- Customer Support
- Information Lines
- Clearinghouse Operation
- Medical transcription

Our national AbilityOne nonprofit agencies (NPAs) currently manage approximately 30 contact center contracts including federal, state and local governments, and over 35 switchboard operation contracts. These contracts are a mixture of facility-based full service operations, on-site operations at the customer's site, or at home agent operations. AbilityOne provides targeted solutions for our federal and military customers wishing to:

- Decrease operating costs and improve performance by utilizing agents with disabilities who are better suited to contact center jobs
- Improve quality of constituent service through multi-channel interaction processing and achieve greater efficiencies with reliable, high-performing agents
- Increase availability through distributed architecture and disaster recovery capabilities
- Reduce risks by implementing a standardized best practices management model applied to your contact center operations
- Ensure secured transactions using the highest industry standards



AbilityOne.org
(800) 999-5963





The AbilityOne Competitive Advantage

TOP CUSTOMERS

Contact Centers and Help Desks

- Defense Logistics Agency
- Internal Revenue Service
- Health and Human Services, Centers for Medicare and Medicaid
- Health and Human Services, AHRQ
- Department of State, National Passport Information Center

Switchboards

- Department of Veterans Affairs
- U.S. Air Force: 12 bases for Air Mobility Command
- Department of Justice

AWARDS & RECOGNITION

- 2008 International Spirit of Service Award by the International Customer Management Institute, Inc.
- 2005 Director's Award, Dept. of Treasury, Internal Revenue Service
- 2005 Al Gore Hammer Award for Defense Logistics Agency

THE ABILITYONE ADVANTAGE

	AbilityOne	Commercial
Avg. Speed of Answer	12.2 seconds	29 seconds
Abandon Rate	less than 2%	4%
Service Level	80% of calls answered in 20 sec. or less	80% of calls answered in 30 sec. or less
1st Call Resolution	90.2%	81%
Service Quality Score	95.3%	91%
Customer Satisfaction Score	96.3%	89%
Turnover Rate	10%	31%

Opus Solutions, May 2006

“Through innovation and exceptional teamwork, this has become an example of how highly-skilled employees with disabilities can mesh with the existing government workforce and meet the challenges we face today and tomorrow.”

Col. Joseph Cassel, Commander,
USMC Defense Logistics Information Service, Battlecreek, MI

AbilityOne Contact Center Services Savings Potential

Higher agent retention

Depending upon training requirements and ramp-up times, savings can range from \$3,000 to \$10,000 per additional staff loss.

Better performing agents at a competitive rate

Higher agent utilization in AbilityOne contact centers translates into as much as 17% productivity savings.

Access to state-of-the-art technology

AbilityOne contact centers deploy state-of-the-art architecture saving from \$3,000 to \$5,000 per agent.

Best practices for contact center management

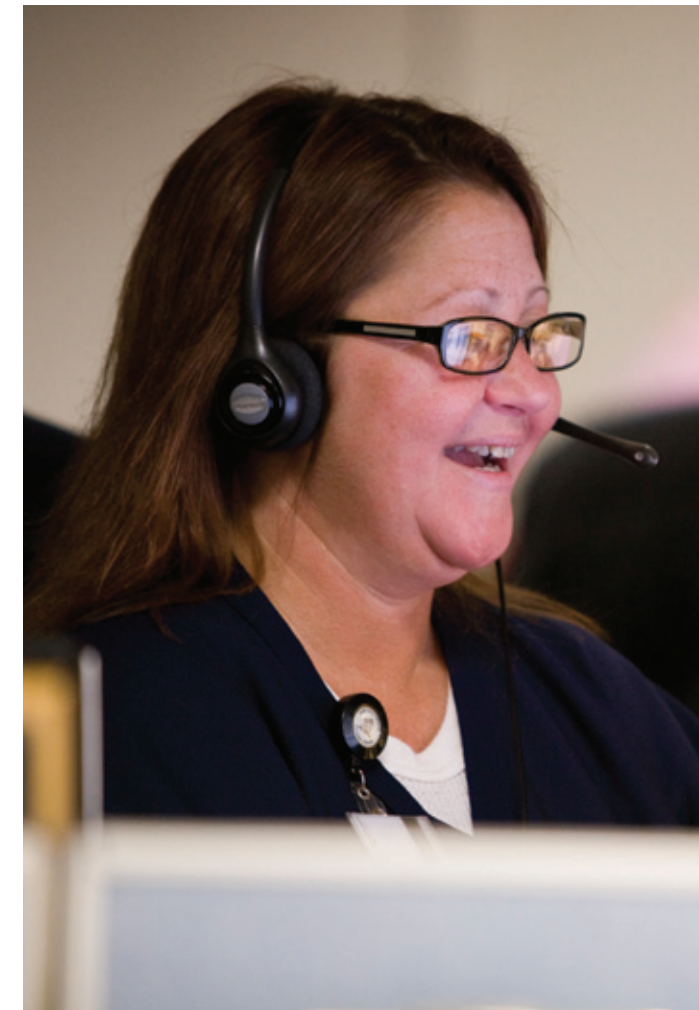
AbilityOne call centers operate using “best practices” models for quality improvement, staffing and other operations. Our proven processes eliminate the need for outside consulting, which is typically \$100,000 or more per contact center.

Nationwide geographic coverage and staffing levels

AbilityOne can respond faster and easier to large requirements saving hundreds of thousands of dollars in vendor selection processes.

Advanced security protection

AbilityOne has developed, documented and implemented security programs in accordance with FISMA (Federal Information Security Management Act) and the Department of Defense Information Assurance Certification and Accreditation Process standards.



AbilityOne offers flexible service offerings to Federal agencies and military customers, including:

- On-site operation with agents at your site or your contractor's site
- Off-site, facility-based full service operation including contact center technologies and secured data centers
- Off-site, full service operation utilizing at home agent program
- Any combination of the above