

- Multichannel Interaction Management
- Inbound & Outbound Contact Center Supporting 24/7/365 Operations
- Customer Service / Customer Care Services
- Multi-Tier Technical Help Desk Support
- Order Processing & Fulfillment
- Data Management, Analytics & Programming
- Warehousing & Inventory Management
- Data Conversion / Data Imaging Solutions

### People

- Agents with 4+ years average experience
- Client-centered training to take care of details
- Regional Employer of Choice 2008 — 2011
- Selective recruiting process assists in hiring talented personnel that match client needs

### Process

- Industry-leading tools to manage client needs
- Best Practices combined to offer value and quality for each client
- Proven agent training programs, including specialized training if needed
- Consistent delivery of a positive, professional customer experience
- Innovative, flexible business partnering approach

### Technology

- Robust contact center technologies
- Secure network backbone and firewalls
- Comprehensive hardware / software redundancy
- Readily available COOP Hot Site(s)
- Extensive communications bandwidth

### Facilities

- Government certified and accredited facilities
- Production-ready training facilities
- Available space and capacity to grow with clients

**When you're ready to succeed,  
Senture. SIMPLY SMART.**

## Contact Center & Data Management



### FAST FACTS ABOUT US

**Senture's** multichannel interaction management and services are delivered daily to businesses and government agencies nationwide.

Federal government agencies supported include Veterans Affairs, Centers for Medicare and Medicaid Services, Census Bureau, Department of Homeland Security, Transportation Security Administration, General Services Administration, Department of Education, Corporation for National and Community Services, Citizenship and Immigration Services, Department of Transportation, Federal Communications Commission, and National Telecommunications and Information Administration.

**Senture** maintains a highly experienced staff at every level of the organization, all working to provide industry-leading solutions.

Each **Senture** contact center facility is a state-of-the-art multi-channel contact management center, fully equipped and staffed to maintain 24/7/365 operations.

**Senture's** successful model for contact center operations is purely a domestic model — **Senture does not utilize offshore support for its contact center operations.**

**Senture's** approach to business is built around a golden principal: Taking care of customers and employees will guarantee loyal customers, productive employees and long-term success.

The expansive floor plan includes full-service training areas, a mapping control and analysis center, administrative offices, meeting rooms, and a secure Network Operations Center.

Integrated system and data security protocols companywide.

Extensive call recording, monitoring and reporting capabilities.

**Senture** currently has more than 1,830 seats corporate wide with capacity to support more than 5,000 agents.

**Senture** provides a redundant facility in Monticello, KY and a redundant facility and extensive bilingual agent support in Ocala, FL.

**Senture** maintains a GSA Schedule 70 for government agency use.

Vast experience with complex and technical projects.

### LOCATIONS

**London, KY.** Corporate HQ & Call Center Operations Facility  
**Monticello, KY.** Call Center Operations Facility  
**Ocala, FL.** Bilingual Call Center Operations Facility



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