

DIVERSITY COMPLIANCE CERTIFICATIONS

- City of Columbus Equal Business Opportunity Commission Office (EBOCO) 010871223
- Women Business Enterprise Certification (WBENC) National
- Women Owned Business State of Pennsylvania
- GSA
- Small Business (SAM)

NAIC Codes:

- 541490
- 541511
- 541513
- 541613
- 541860
- 541870
- 541890
- 561110
- 561320
- 561422
- 517919
- 518210
- 541519

DUNS:

Pearl Interactive Network
808469642
CAGE 56HH0
HubZone Pending
SDVOSBE Joint Venture Pending



WE SEE ABILITY

SKILL.
DEDICATION.
PRIDE.
DISCIPLINE.

These are the qualities
we see in our veterans.
we will hire and place
veterans who match
positions where their
talents are expressed.

OUR VISION

Our vision and business practices reflect our commitment to giving back to the community by providing opportunities to highly- skilled disabled veterans, veterans, military spouses and people with disabilities.

— *Merry P. Korn, President*

For more information,
contact:

Merry P. Korn
CEO
mkorn@pinsourcing.com
www.pearlinter.org

Bill Errico
Executive Vice President,
Government Practice
berrico@pinsourcing.com
703 865 4914

4200 Regent Street, Suite 200
Columbus, Ohio 43219
703-865-4914
703 725 -8801



PEARL INTERACTIVE NETWORK, INC.
PEARLINTER.ORG

COMPREHENSIVE VIRTUAL BUSINESS PROCESS OUTSOURCING

Our contact center services help you achieve your goals by understanding your unique needs and implementing solutions. We partner with you to create processes that enhance productivity in an unparalleled way. Our team is highly responsive to customers, fostering collaboration to gain optimal performance. Bold, creative and solutions based thinking achieve the results you want and expect. Pearl Interactive Network knows your business.



Pearl Interactive is like no other business. We are committed to providing superb contact center and staffing services while at the same time providing work opportunities to highly skilled people with challenges to work, such as disabled veterans, veterans, military spouses and people with disabilities. Our proven strategies and solutions improve and augment your work processes.

Virtual Contact Center Services

Our contact center model utilizes a unique and growing trend known as the virtual office, also known as work-at home or tele-work. The new way of thinking about work creates work flow solutions while delivering great customer experience. We are uniquely positioned to service contracts with veteran or military constituents serviced by veteran or military spouse agents.

SERVICE & SUPPORT SOLUTIONS

- Call Center
 - Inbound
 - Outbound
- Help Desk
 - Hardware Support
 - Software Support
- Administrative Services
 - Appointment Setting
 - Back Office Support
 - Event Planning
 - Project Planning
 - Travel
- 508 Document Preparation
 - Tracking files
 - Quality Management
 - Import and Export with Client Protocols



CUSTOMER SERVICE SOLUTIONS

- Account Management
- Agent Relations
- Answering Service
- Eligibility Determination
- Enrollment
- Help Desk
- Order Taking
- Reservations

RECRUITING AND STAFFING

Tapping skilled and talented:

- Veterans
- Disabled Veterans
- Military Spouses
- People with Disabilities

Referral Sources

- Access to data base containing 450,000 veteran and 140,000 disabled veteran resumes
- 28,000 job placement counselors throughout the U.S.
- Proprietary data base of over 3,000 referral sources including:
 - Non profits
 - Veteran Centers
 - VA Hospitals
 - Military bases

Clients:

- Center for Disease Control
- CMS
- Department of Veterans Affairs
- General Dynamics
- Health and Human Services
- Maximus
- Pennsylvania Medicaid
- Pfizer
- US Army
- Value Options
- Vangent/GDIT

AWARDS

2013
Presenter
Military
Appreciation
Channel

2012
Presenter
Federal
News Radio

2012
Featured in Divesability,
Publication on Best
Practices for
Leadership and
Achievement

2012 Panelist
Veteran Entrepreneur
Training Symposium
In Reno, Nevada

2010 Winner for
Visionary Award for
National Association
of Women Owners

2010 Winner
of Ohio Social
Entrepreneur
of the Year

2010 Nominated by
Bloomberg/Business
Week Most Promising
Social Enterprise
for 2010

2010 Nominated
TechColumbus
Outstanding Woman
in Technology

2010 Nominated
TechColumbus
Outstanding
Technology
Service Company

2008 Ohio
Employee
of the Year
Rehabilitation
Services Association