

DUNS # 181578555
CAGE CODE: 4ZWMJ5

NAICS CODES

561422 561499
561421 541910

CERTIFICATIONS

HIPAA PHI
HITECH SOC 2
PCI-DSS SOC 3

SCALABILITY

(Dedicated agents)
1 to 100 within 48 hrs
101 to 500 within 96 hrs
501+ to 800 within 240 hrs

SECURITY

- Data - AWS & Microsoft Azure
- Robust VPN
- Geo Redundancy
- Security Policy available

CONTACT INFO

AnswerNet
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HQ: 800.411.5777
www.answer.net

Core Competencies

We process millions of contacts each year through a variety of services, including telephone answering, hotlines, consumer support, appointment setting and market research, as well as other BPO options such as CRM hosting, email management and order processing. Depending on our clients' needs, AnswerNet has the ability to design customized solutions that can be ramped up quickly and efficiently.

- Telephone answering
- Appointment setting
- Hotlines
- Market research
- Consumer support
- BPO options (i.e. CRM hosting, email mgmt., order processing)

Past Performance

- **State of NY, Office of Procurement:** COVID-19 program. Ramped up to 300 agents within 72 hours scheduling COVID-19 test appointments. Further ramp-up to 1,000 agents by week 3 – making calls to over 10,000 residents per day.
- **State of Illinois:** IDES Support
- **State of California:** COVID-19 EDD, EBT, HCIDLA and City-owned energy customer care programs
- **Washington, DC:** Dept of Healthcare Finance
- **Hillsborough County, FL:** COVID-19 and Human Services Call Center Support
- **Stanislaus County, CA:** Bilingual agent support to screen and schedule appointments.
- **City of St. Petersburg, FL:** Telephone answering service & dispatch
- **City of Grand Rapids, MI:** Telephone answering service & dispatch
- **NJ/NY Port Authority:** Transit emergency hotline
- **Stafford County, VA:** After-hours telephone answering support
- **Broome-Tioga BOCES, NY:** Broome-Tioga Board of Cooperative Educational Services (BOCES)
- **Architect of the Capitol, Washington, DC:** Government hotline

Differentiators

- **Short lead times** – can ramp up quickly so programs can be up and running in days – not weeks.
- **Flexibility** – network of integrated contact centers allows us to meet needs as they arise (Has been demonstrated while working with several State programs that began with 10-15 agents and grew to hundreds within days. One instance resulted in expanding to over 1,000 agents in just 3 weeks.)
- **Customization** – all programs can be tailored and scaled to the needs of our clients
- **Immediate Disaster Response** – complete backup and dual-redundancy at each site provides failsafe for uninterrupted service
- **Industry Experts** – regularly called upon by other centers for backup & overflow assistance in emergency situations.
- AnswerNet owns 25+ call centers throughout the United States and Canada.
- We customize every call center program to meet our clients' needs. No program is too large or too small.
- Our extremely flexible network of integrated call centers gives us the unique ability to precisely match agents to volume.
- AnswerNet employs native speakers of English, Spanish and French as part of our base services. For other languages, AnswerNet uses a translation service that interprets up to 250 different languages using simultaneous translation technology and live native speakers. We also offer live ASL video chat, TTY, and IP Relay for the hearing impaired.
- Our varying locations enable us to provide service, even during natural or man-made disasters.
- AnswerNet agents undergo a rigorous training process before answering calls and are continuously monitored using a multi-point quality assurance checklist.
- As an industry leader, we have become known as the “call center’s call center” and are the choice for other call centers’ outsourcing needs, including back-up and overflow assistance.
- Our full-service team of in-house technicians is available to provide technical assistance 24/7/365.

RESPONSE TIME

IMMEDIATE: win 24 hours

IMPLEMENTATION

May be delivered within 24 hours
of signed contract

**INITIAL REQUEST
RESPONSE**

Implementation of emergency

TECHNOLOGY

- o Virtual Call Center (VCC) system – Cloud-based, Omni-Channel contact center platform with unified suite - Email, Fax, SMS, Phone, Live Chat, Social Media
- o Integrated Voice Response
- o Virtual Call Queue - Routing

TECHNOLOGY TEAM

24 network administrators and generalists across North America

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Corporate Data

AnswerNet is a full-service provider of inbound, outbound, automated and business process outsourcing (BPO) call center services. We began as one answering service in 1998 and have since grown to over 25 locations throughout the U.S. and Canada. We currently employ over 800 team members.

From telephone answering services to customer care and support, AnswerNet processes tens of millions of contacts every year. AnswerNet's award-winning approach has been recognized many times, including in Inc. Magazine's annual "Inc. 500 List of Fastest-Growing Private Companies," Customer Interaction Solutions Magazine's "Top 50 Teleservices Agencies" and SmartCEO Magazine's "List of Best-run Companies."

Website: answernet.com
