V-TECH Solutions

"Excellence At Work"

ABOUT V-TECH

OUR VALUE PROPOSITION

At V-Tech, we stay at the forefront of technology. Our IT solutions aim to improve workflow efficiencies, optimize resource utilization and drive a more predictable cost model. The result is enhanced IT services to the enterprise. We harness the power of your IT investments and make them work for you while maintaining a secure and safe environment for your business-critical systems and information.

BENEFITS

At V-Tech, we can put Excellence at Work to support your organization, so you can:

★ Reduce costs and operate more efficiently
★ Increase your ability to meet your customer's needs and satisfaction levels
★ Improve data security and integrity
★ Deploy scalable solutions to meet evolving needs
★ Take advantage of proven technologies and methodologies
★ Meet program objectives and enable your organization to become more agile and competitive.

CONTACT

Victor P. Holt, President & CEO
vholt@v-techsolutions.net

Alan Drimmer, Corporate VP
adrimmer@v-techsolutions.net

V-Tech Solutions, Inc., (V-Tech) is an emerging force in the Information Technology (IT) and Professional Services arenas. Incorporated in the District of Columbia, V-Tech is a small minority and veteran-owned business. In addition, V-Tech is a SBA 8(a), Small Disadvantaged Business (SDB) and HUBZone Enterprise.

Our Company slogan, "Excellence At Work," exemplifies V-Tech's devotion to ensuring our clients meet program objectives as we improve their agility, cut costs and reduce risks. "At V-Tech, Excellence at Work is the state or quality of excelling. It is at the core of all we do. This equates to delivering our best everyday to our clients—being better tomorrow than we were yesterday."

V-Tech has cultivated this spirit by creating an organization comprised of dedicated individuals who believe that the success of both V-Tech and its clients is a team effort. Our client base consists of Federal, state & local governments as well as defense & civilian agencies. Our devotion to customer service, innovation, market analysis, new trends and technologies match our practices with our potential.

Our *Information Technology* division blends best-of-breed technologies with seasoned industry experts. We specialize in delivering enterprise solutions which focus on Project Management, Network Management, Customer Contact, Call Center and Help Desk services.

Our *Professional Services* division delivers skilled, customer-focused professionals who can supplement your workforce and meet your outsourcing, consulting, and contract staffing needs. We provide technical expertise, industry certifications, financial strength and management know-how with a unique ability to partner with clients and vendors to solve complex problems.

Network Management
- Helpdesk Support
- Information Security
- Systems Administration
- Desktop Migration
- Network Monitoring & Operations
- Call Center Architecture Design

Software Development
- Custom Software Development
- Data Warehousing
- Database Design/Development
- Web Development
- COTS Integration
- Data Migration

"Excellence At Work"

NETWORK MANAGEMENT

V-Tech provides comprehensive, Network / Management Operations Center Support Services which feature 24x7 fault and performance management, security and intrusion detection. We measure hardware, operating system, database and application health and performance. Our disciplined change management approach provides comprehensive reporting and inventory management to ensure that your systems maintain optimum performance. This assures *Excellence at Work*.

V-Tech's Network Management services include:

- LAN/WAN Administration- Our services includes: discrepancy reconciliation, hardware and software maintenance, training support, exchange server administration, security/policy enforcement, disaster recovery, and desktop support. V-Tech staff can manage a wide variety of LAN/WAN activities, including: documenting infrastructure, network diagrams (Visio media) and resource inventory (computers, facsimiles, copiers, printers); upgrading plans for LANS and WANS; maintaining network infrastructure, security, and e-mail system; and developing migration plans to upgrade network servers (e.g., MS Exchange 2003) and Active Directory Domain structure.

- Disaster Recovery- V-Tech provides disaster recovery support, including: planning, recommending, documenting, implementing, and eliminating single points of failure to the infrastructure. We create and execute daily network tasks/checklist to monitor intrusion detection, event logs, anti-virus protection, disk storage availability, UPS, patches/service packs/hot fixes, backups (Success/Failure/Schema), audit logs, and print queues. We also perform server administration, including management of accounts, distribution groups, public folders, load balancing, replication, and forms.

- Inventory Management- V-Tech utilizes best-of-breed technologies to facilitate help desk support and asset management; coordinates with other systems and NOCs; handles hardware/software licenses and serial numbers; order and furnishes necessary intellectual technology inventory/resources, and update inventory plans.

CERTIFICATION & ACCREDITATION

Due to increasing security threats, organizations must assure adequate security is provided for all information collected, processed, transmitted, stored or disseminated. V-Tech Solutions provides Certification Testing to verify that software products, applications, services, and web sites comply with industry, government, and international standards and recommendations. V-Tech performs comprehensive testing and analysis of your system and its environment to determine the level-of-risk of operating your information system and assist you in developing an accreditation path. Our security professionals are committed to assisting V-Tech clients with meeting their regulatory requirements and fiduciary responsibilities.

- Certification and Accreditation
- Information Assurance
- Malware/Spyware Testing
- Section 508 Accessibility Testing

V-Tech's Certification & Accreditation (C&A) services are designed to certify that our clients' information systems meet documented security requirements and continue to maintain the accredited security posture throughout the system life cycle. Our processes are adapted to include existing system certifications and evaluations of products. Users of the process must align the process with their program strategies and integrate the activities into their enterprise system life cycle.

V-Tech applies the solution to securing your vital information systems - through our Certification & Accreditation services. V-Tech's employment of standard assessment methods and procedures promotes more consistent, comparable, and repeatable security assessments. Information Assurance activities

performed by V-Tech professionals include measures that protect and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This includes providing for restoration of information systems by incorporating protection, detection, and reaction capabilities.

V-TECH'S PROCESS
V-Tech C&A services outline the Definition, Verification, Validation, and Post Accreditation tasks associated with the development, modification, and integration efforts that result in a certifiable and accreditable information system.

C&A SERVICES
Services include:
- ★ Performing and Preparing the Self-Assessment
- ★ Addressing Security Awareness and Training Requirements
- ★ Addressing End-User Rules of Behavior
- ★ Addressing Incident Response
- ★ Security Tests and Evaluation
- ★ Privacy Impact Assessment
- ★ Business Risk & Impact Assessment
- ★ Developing the Contingency Plan
- ★ System Risk Assessment
- ★ Configuration Management Plan
- ★ Preparing the System Security Plan
- ★ Submitting the C&A Package
- ★ Evaluating the Certification Package for Accreditation
- ★ Addressing C&A Findings
- ★ Improve Federal Computer Security Report Card Scores

CONTACT
Victor P. Holt, President & CEO
vholt@v-techsolutions.net

Alan Drimmer, Corporate VP
adrimmer@v-techsolutions.net

V-TECH'S TOOLSETS

V-Tech offers RealDialog as an automated, web-based contact management solution that engages clients in inter-active, text-based conversations to precisely answer their questions. It is the only self-service system that truly understands and interprets intent in order to deliver the right information to the right person at the right time.

BENEFITS

RealDialog delivers many benefits:
- ★ Reduced call center cost
- ★ Improved call agent performance
- ★ Reduced agent turnover
- ★ Educates and supports agents and clients
- ★ Minimal cost to maintain
- ★ Increased customer satisfaction, retention and loyalty
- ★ Provides direct and unfiltered insight into the questions your clients are asking

*"We continue to find RealDialog a highly valuable tool for our employees and customers by delivering exact information when and where it is needed. Customer service representatives use RealDialog to consistently answer customer questions quickly and accurately." -- **Bill McCorey**, V.P. of Applications for Circuit City*

CONTACT

Victor P. Holt, President & CEO
vholt@v-techsolutions.net

Alan Drimmer, Corporate VP
adrimmer@v-techsolutions.net

REALDIALOG

RealDialog^{TM} is a customer self-service solution that provides automated constituent services agents. These agents can engage website visitors in detailed dialogs for support and service issues, answer frequently asked questions, and guide visitors through complex processes—all through natural, fluid conversations. RealDialog^{TM} uses computational linguistics and artificial intelligence to immediately parse user questions and understand the intent of a users' request, resulting in much greater accuracy of response.

The Benefits of RealDialog^{TM}

- Decreases support costs, increases operating efficiency and compiles valuable constituent insight.
- Seamlessly integrates into existing web sites for fast implementation, leveraging web site investments.
- RealDialogTM is scalable, delivering quality service on even the largest Websites.
- Automatically escalates constituents to appropriate channels for seamless interaction via the Web, further improving constituent satisfaction.
- Provides in-depth reporting, enabling you to further understand constituent needs and improve constituent satisfaction.
- Provides natural language understanding and dialog management.
- Reduces stress on all constituent service touch points.
- Answers constituent queries or problems through friendly and interactive text-based conversations as opposed to static FAQs and cumbersome searches.

Because RealDialog has an extensive understanding of the English language, it is able to interact with users in a manner that mimics a friendly "live" agent, conducting a "dialog" and asking questions as appropriate. All the while, RealDialog captures the actual questions users are asking, providing companies direct and unfiltered insight into customer needs and concerns.

V-TECH'S TOOLSETS

V-Tech offers INSIGHT®, a ground breaking contract execution management solution, which drives an unmatched level of contract compliance with suppliers.
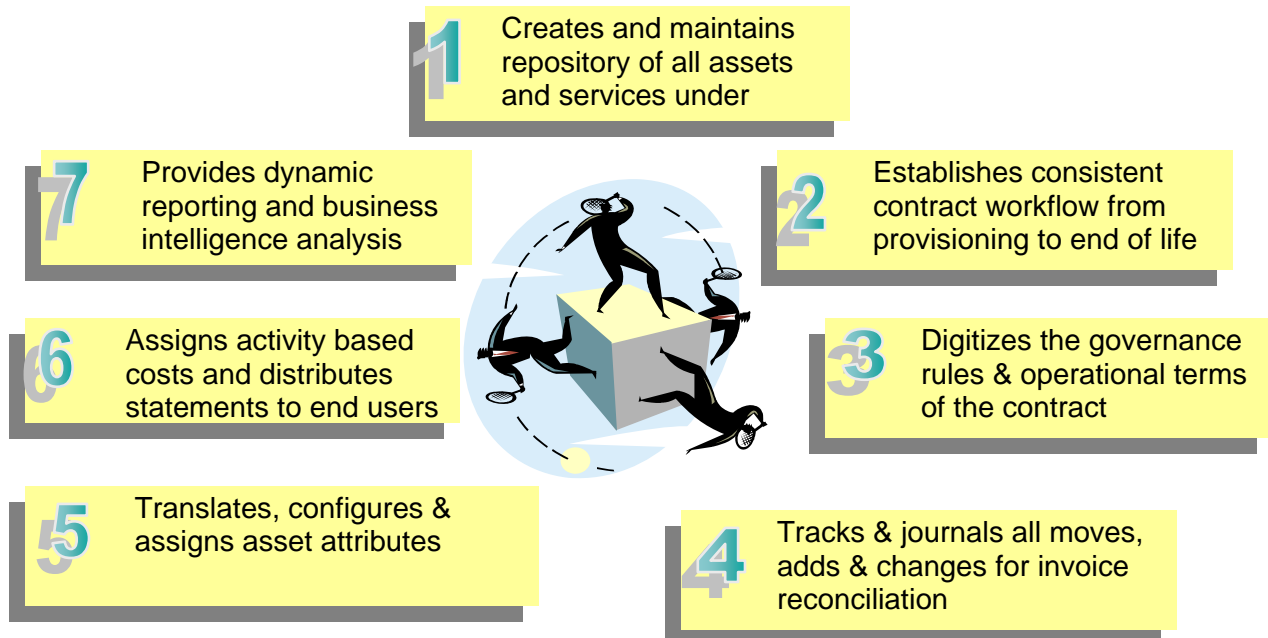
What is INSIGHT®?

INSIGHT® is a platform that aligns and governs the terms and conditions of supplier contracts with the assets and services procured and utilized across the enterprise.

These are some of the typical issues that our platform resolves:

- Paying for assets and services you don't have or use, as negotiated.
- Validating that the rates being charged are consistent with the negotiated rates, regardless of where and when they are procured in the enterprise.
- Clarifying the complexity of invoices and minimizing the disruption of operations due to supplier disputes.
- Having the visibility into surplus assets and services to limit unnecessary procurement.

INSIGHT®'s functionality provides complete end to end contract control

1 Creates and maintains repository of all assets and services under

7 Provides dynamic reporting and business intelligence analysis

2 Establishes consistent contract workflow from provisioning to end of life

6 Assigns activity based costs and distributes statements to end users

3 Digitizes the governance rules & operational terms of the contract

5 Translates, configures & assigns asset attributes

4 Tracks & journals all moves, adds & changes for invoice reconciliation

INSIGHT® has been successfully deployed as a platform, which drives contract compliance between a major financial Institution and their telecommunications suppliers. The customer has achieved cost savings in excess of 25% by using the enterprise visibility and alignment provided by INSIGHT® Toolset.

Your Roadmap To Government Help Desk/Call Center Success

Every initiative must have a plan - a roadmap to success, if you will. Your government agency's new or transitioning help desk or call center must take into consideration its goals, leaders, staff, technology, space, training, cost and workload before it even opens its doors. Without thoughtful planning, you are unlikely to arrive at success. V-Tech Solutions can help you layout your roadmap to help desk/call center success. Our team includes experienced top-level managers who work with our clients to create impressive results even with short deadlines.

For many government agencies, it may not be economically possible to purchase and implement the traditional technological resources needed for the development of an effective call center. In these instances, V-Tech's hosted contact center is an attractive alternative. With hosted technologies, agencies can purchase on demand contact center technology on a hosted (off government site) basis. In addition to offering more flexibility, our hosted contact center solutions allow small agencies to better service their employees and customers.

We have helped government agencies add productive call centers to support their staff and their clients. For Example, V-Tech has established a hosted solution to support America's banking industry to submit Central Data Repository reports required by the FDIC and Federal Reserve Board. We have fine tuned an on-site call center for EPA to provide support to over 8000 employees in the DC area. For both large and small agencies, our highly experienced staff has designed, implemented and managed call centers with from as few as 6 to as many as 80 agents.

We will map out with you an innovative yet practical solution for each of the nine steps to setting up a new help desk or call center:

1. **Strategic Planning** - From creation of achievable milestones through return on investment analysis
2. **Equipment Selection and Investment** - Guidance through assessment, selection, implementation, and adoption
3. **Performance Measurements** - For all levels of staff and situations
4. **Staffing** - From job descriptions through on-boarding
5. **Training** - For all team members and on every call center subject
6. **Project Development and Management** - From development of campaigns, programs, and projects through their successful completion
7. **Coaching** - All levels of staff to achieve team goals
8. **Reports** - Reporting to understand Automated Call Distribution (ACD), call ticket activities and agent results
9. **Temporary to Permanent Staffing** - Assistance in the selection of staff for the call center.

Creating the best possible help desk or call center for your government agency and, most importantly, for your clients is done by focusing on the vital strategic areas of resource and performance management.

Why Use V-Tech Solutions For Your Agency Help Desk/Call Center?

V-Tech Solutions = Successful Government Help Desk and Call Center Outsourcing. Our Help Desk/Call Center business is centered on helping our clients to implement the ***BEST POSSIBLE*** call centers for their needs. V-Tech Solutions is your "One Source to Outsource." The benefits of working with V-Tech Solutions include:

- **KNOWLEDGE**
  Over the years, our team has amassed a vast amount of knowledge and experience about the capabilities and operations of call centers. This information allows us to effectively plan and implement the best call center technology and operating plan to be successful for each client's need.

- **SECURITY BLANKET**
  V-Tech has provided a variety of IT and Professional services to 18 different agencies over the last six years that include Helpdesk and Call Center support. Our unique understanding of the Government and government contracting demonstrates our commitment to ensuring the success of agencies' missions and objectives.

- **TIME SAVINGS**
  Our experienced staff can quickly and effectively introduce you to the best possible solutions for your agency. This can save you hours, days and weeks of frustration during the search process and, more importantly, eliminate the frustration of choosing the wrong call center solution. The time and cost savings can be enormous.

- **COST SAVINGS**
  Through V-Tech's expertise in the government call center industry, we help our clients find the most cost effective solution for your particular needs. We recognize that in government call centers, "one size does NOT fit all." Our objective is to establish successful, long term relationships - so we have the incentive to help you find the best combination of quality, service, and price.

- **BOTTOM LINE**
  If you are looking for a low-risk way to minimize your costs, maximize your time, and give your government Help Desk/Call Center outsourcing effort the best chance of success, V-Tech Solutions is your "One Source to Outsource."

If you are interested in establishing a quality help desk or call center for your government agency, give us a call today at 301.495.2693 or contact the President of V-Tech directly at vholt@v-techsolutions.net.