



miratel
solutions inc.

the fundraising professionals



history

experienced team

robust services

secure infrastructure

corporate responsibility

winning strategies

why partner with miratel

established in 2000 by call centre professionals Angela Puzzolanti and Tracy Ritson with the determination that integrity, ethics and superior service standards remain integral to business activity

launched with 50 call centre seats and have since grown over 300% to 200+ seats plus a 40 seat business continuity site

built client base and garnered tremendous loyalty by consistently delivering cost-effective solutions and exceptional customer service

fostered lasting relationships and celebrated 10 year anniversary milestone in April 2010 with continued partnerships with many of our current clients

currently manage over one million inbound calls and more than three million outbound calls annually

experienced, dedicated and professional team of 35 qualified managers and 350 skilled customer relationship agents

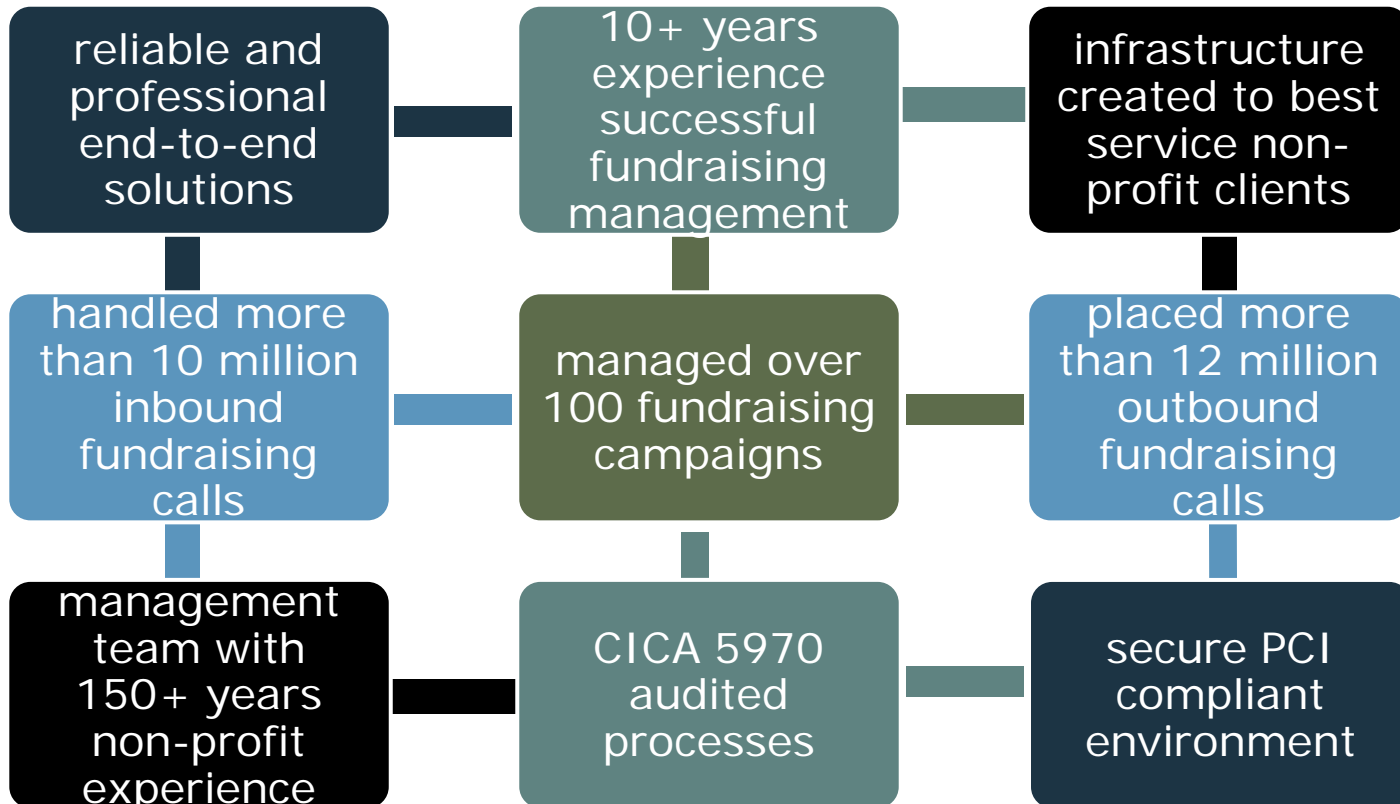
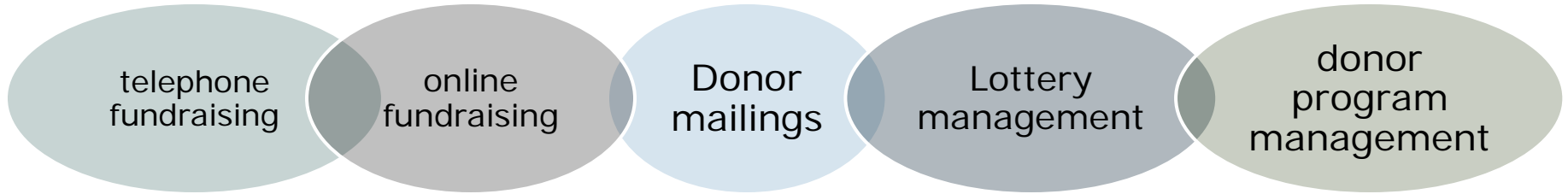
specialized multi-level recruiting process with extensive applicant testing and screening

comprehensive training programs are customized to each client's unique needs

quality assurance practices to measure performance and ensure excellence with every interaction

employee incentive plan to encourage continuous improvement and inspire agents to exceed expectations

corporate culture that thrives on communication and encourages participation and professional growth



technology

- nortel/avaya telephone system supported by bell canada
- 200+ agent workstations with capacity to handle over 60,000 calls per day
- secure redundant technology
- streamlined customized scripting, reporting, data capture and data management with analysis
- real-time monitoring of results and critical systems
- web facing firewall, anti-virus/anti-spyware, internal web filtering
- secure pci compliant data encryption / pci compliant credit card processing
- address verification software

facilities

- 24/7 video surveillance including motion detection and alarm monitoring throughout 16,000 sq ft facilities at main site
- physical keypad entry to restrict access to secure areas by clearance level specification
- buzz entry with front desk sign in and identifying badge protocol
- select critical service areas covered by UPS power supply
- natural gas backup generator in the event of a power outage
- secure equipment room with own cooling system, video surveillance and monitored 24/7 for intrusion and temperature

business continuity

- safeguard your business to mitigate challenges caused by an extended service disruption
- 40 agent seat back up site with a nortel/avaya telephone system and mirrored software applications
- secure real-time data replication of primary location
- 24/7 video surveillance including motion detection and alarm monitoring
- documented business continuity plan (bcp) including action plan with responsible designates and sign-off logs
- customers receive copy of bcp along with copy of report on test results

responsible to the triple bottom line – people, planet, profit



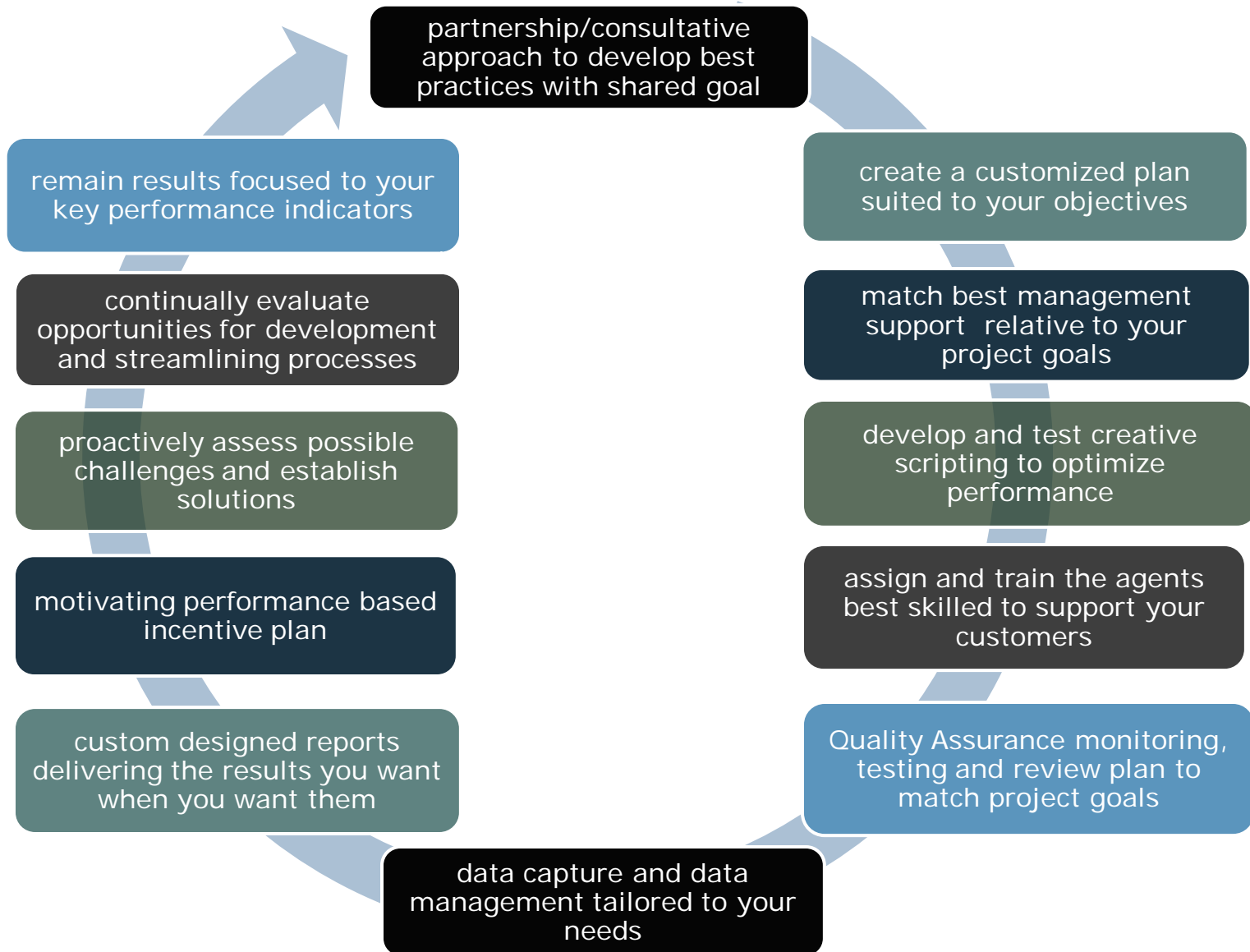
green initiatives

- 100% powered by renewable electrical and gas resources
- zero waste mandate
- recycling programs
- toxin free cleaning
- sustainable procurement
- plastic water bottle ban
- green committee
- responsible consumption with energy efficient lighting
- tele-conferencing/web-conferencing
- carbon neutral website
- active members of local green organizations such as green enterprise ontario, recycling council of ontario and freecycle north york
- participation in meatless monday campaign



social justice

- AODA certified
- abide by internationally accepted legal principles
- adherence to privacy and do not call legislation
- established employment equity program in accordance with human resources skills development canada criteria
- strict adherence to internal health and safety policy
- health and safety committee to monitor and regulate work environment
- vet all suppliers and distributors to ensure they comply with applicable laws and generally accepted principles relating to fair wage/fair labour standards



team

- experienced | dedicated | responsive | results focused | motivated | professional

services

- cost-effective | multilingual | 24 x 7 | fully customizable | end-to-end solutions

technology

- flexible | robust | expansive | reliable | secure

facilities

- video monitored and alarmed facilities | PCI compliant environment | business continuity plan

strategies

- collaborative approach | QA program | attention to detail | effective recruiting | comprehensive training | motivating performance based incentive plan |

corporate responsibility

- built on a foundation of integrity and ethics | green initiatives | social justice mandates |



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