

Technology Services Overview



Global Contact Services, LLC
The Right Call

Technology Services Overview

GCS has made a strategic commitment to creating and maintaining a state-of-the-art information technology platform that is dynamic, flexible *and* highly stable.

Call Center Technology

GCS utilizes inbound call distribution and outbound predictive dialing capabilities through our SER Technologies TSP500 (formerly EIS International) systems. SER provides a fully functional call blended environment to provide maximum utilization of call center representatives. SER is well known in the call center industry for its reliability, powerful capabilities and call center management software.

We have integrated Digital Voice Recording through Wyant with SER Technologies systems. Near real-time verification processes have been implemented for both systems to allow GCS to verify sales immediately after they're completed by our call center agents.

Our call center technology is supported by a sophisticated and very dependable configuration of Compaq Proliant Network servers. Our primary network and data servers are also operating with hardware RAID5 controllers. This insures that we will not lose data in the unfortunate event of a hard drive failure. To insure optimal network security, we also use the NTFS file system on all servers and computers. With NTFS we are able to dynamically manage file level security as well as provide file encryption.

Call Center Desktops

GCS utilizes a combination of PCs and "dumb" terminals based on the client programs and required applications. Most PC desktops are Compaq (or a similar brand) and utilize a Pentium IV processor and are equipped with 15" or greater monitors.

Security and Data Integrity

At GCS, one of our highest priorities is to ensure the protection and security of your data. We have configured our computer operations to include uninterruptible power supplies and Diesel Powered Generators to insure we can maintain maximum up-time. Our Data Center and our physical facilities are protected by state-of-the-art access control systems, including card-key access and security cameras. All critical equipment is housed in a climate controlled room to which only specific associates have been granted access.

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To protect your data at all times, our firewall is maintained by Charter Business Networks. Your data is protected from the internet by the Cisco PXI 525 Firewall. In addition, all of our computers and servers are protected by Symantec's line of Anti-Virus software that is updated automatically.

Applications Development

At GCS what you'll find is a host of systems and development methods that can provide you with the flexibility and ease of interaction for program start-ups and ongoing maintenance that you deserve. Our Applications Development team has created a highly flexible environment for new program development which reduces our start-up time and increases our quality of program start-ups. From our dedicated scripting team, to our expert programming staff, you'll be impressed with our levels of service.

Our reporting and daily file transmission capabilities are flexible and can also be tailored to your individual needs.

So if you're looking for the Call Center experts with proven processes **and results**--look no further. GCS is here to build a partnership with you to increase your results, improve your quality and lower your overall costs.

For more information, please contact:

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Or visit our Web site at:

www.gcsagents.com