

### **GCG SOLUTIONS & SERVICES**

With more than 30 years of call center and business process (BPO) outsourcing experience, GCG has the resources and team to provide the back office solutions our clients need most. GCG is committed to providing world class customer service that saves our clients time and money. Rely on our experience, responsiveness, and state-of-the art technology for unmatched partnership and effective results.

### **COMPREHENSIVE OUTREACH & COMMUNICATIONS SERVICES**

Whether meeting tight deadlines and quick turnarounds - or planning a longer-range communication plan - GCG provides an array of outreach solutions to reach your audience via printed mail, email, and sophisticated social media campaigns.

- In-house design and print resources for high-volume print and email mailings at industry-leading levels of deliverability
- Proven large-volume outreach: 12 projects each with over 10 million notifications sent
- In-depth knowledge of email campaign best practices: 116 million emails disseminated for one program alone
- Development and hosting of customized, informative websites

### **OUR CALL CENTER IS READY**

GCG's call center, housed in our 60,000 square foot Mail, Processing & Contact Center in Dublin, Ohio, and via additional facilities in the U.S. and abroad, provides comprehensive services tailored to your needs and call volume at industry-leading incoming call answer rates.

- Scalable resources for up to 1,000 Customer Service Representatives (CSRs) to meet surges in call volume
- Automated and live response options via toll-free numbers provide almost unlimited capacity on a 24/7 basis
- CSRs are GCG-trained and supervised to provide responses in line with our clients' customer service goals and objectives
- Customer service in more than 65 languages; interpretation and translation services in 200 languages

### **INTAKE & FULFILMENT**

GCG's mail facilities are staffed by dedicated intake teams handling thousands of pieces of mail a day. Proprietary processing workflows ensure immediate control, storage, and routing of all documents and shipments processed.

- All incoming mail is scanned and queued for processing, enabling internal and external parties to view activity and correspondence
- Large-scale, customized order fulfilment services, including sorting, insert printing, packing, and shipment tracking
- Incoming mail and outgoing fulfilment packages are processed and tracked via workflow measurement methods for accurate reporting

### **FUNDS DISTRIBUTION**

GCG works with major banks to send payments via check, wire, Automated Clearing House (ACH), and mobile platforms including PayPal and Venmo.

- Funds distributed in over 50 currencies
- Local and international payments by check, wire, ACH, and mobile applications
- Seasoned banking team provides best practices for fraud prevention, on-line banking, and funds transfer origination
- Post-distribution follow up efforts to reach payees with uncashed checks

### **CASE STUDY: CONFIDENTIAL VOLUNTARY REMEDIATION REFUND PROGRAM**

**Challenge:** GCG was tasked with handling a national voluntary remediation refund program that affected a pool of 13 million current and former customers.

**Resolution:** GCG designed and sent 3.5 million notices via a combination of SMS text messages, email, and postcards to reach a targeted audience and compel that audience to respond in a timely fashion. Our Contact Center ramped-up to more than 400 CSRs in one week, and provided IVR solutions as well as live operators in both English and Spanish working seven days per week across multiple shifts. Ultimately our Contact Center handled over 300,000 calls, representing nearly 1.4 million minutes of call time. GCG also built and operated a client-branded, sophisticated website for customers to securely submit and review registration and claim information.

**Partner with Performance® with GCG** – Call us today to discuss your legal administration needs.