

SAVILINX CAPABILITIES STATEMENT

Omnichannel Contact Center Services



OVERVIEW

SaviLinX was founded in 2013 as a Woman Owned Small Business and received HUBZone Certification in March 2017. SaviLinX has built a track record for providing world-class customer experience from shared and dedicated queue environments. Our ability to deliver personalized customer service and tech support at scale has powered our growth within the Contact Services industry: SaviLinX was recognized in 2017 as the 28th fastest-growing company in the United States by INC. magazine. We now employ more than 1,000 agents from our four contact center hubs in Maine, Mississippi, and Massachusetts with a blended work-from-home and in-center model.

Heather D. Blease, our founder and CEO, has more than 25 years of experience working with the contact center industry. She founded a contact center company called EnvisioNet in 1995 that grew to employ more than 2,500 employees in Maine with five locations serving clients such as Dell and Microsoft.

SaviLinX successfully delivers small and large-scale omnichannel customer service, tech support, and BPO service programs for the private and public sectors. Companies including Perspecta, EdFinancial, FedPoint, GDIT, John Hancock, and Hewlett-Packard have awarded SaviLinX key, sizable components of their Federal contracts. States including Maine and Massachusetts have selected SaviLinX to provide complex citizen services including unemployment claims and Paid Family and Medical Leave claims support solutions. In 2019, SaviLinX was awarded a contract on the GSA Schedule - IT 70 available to federal and state.

COMPANY SIZE:

1,500+ Agents at peak season

POINT OF CONTACT: Heather D. Blease, CEO
207-841-3446 | hblease@savilinx.com

Headquarters and Mailing Address:

74 Orion St, Unit Two, Suite 300
Brunswick, ME 04011

CERTIFICATIONS: SB, WOB, WOSB, EDWOSB, HUBZone (56873)

NAICS/SIN:

- 54151S – IT Professional Services
- 518210C – Cloud-Related IT Professional Services
- 561422 – Automated Contact Center Solutions
- 561421 – Business Program/Support Services
- 561320/561320SBSA – Temporary Staffing
- 541990 – Professional Services
- OLM



GSA CONTRACT: 47QTCA20D0009

Schedule IT – 70 | **SIN 561422** (formerly 132-20)

SERVICES:

24/7/365 Omnichannel inbound and outbound customer service/incident response and tech support, claims processing, BPO, and fulfillment services. Quality Assurance and Reporting Metrics. Multilingual Agents and language line available; TYY/TDD enabled.

DUNS: 078805217 **UEI:** SGBEAL2G16R6 **EIN:** 46-2266664

CAGE: 6VWV3 **SAM:** Registered



BRUNSWICK HEADQUARTERS

Brunswick, Maine 04011

- 250 seat in-center capacity
- 24/7 Shared Queue Services
- Dedicated Teams of in-center and remote work-from-home Agents
- Omnichannel voice, email, chat, and document processing
- Located on the former Brunswick Naval Air Station
- Eastern Time Zone



CLOVERLEAF CENTER

Hattiesburg, Mississippi

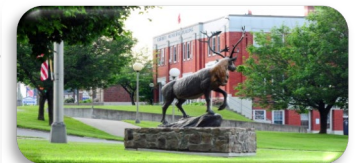
- 400 seat in-center capacity
- Hundreds of remote work-from-home Agents report into this Center for multiple public and private sector Clients
- Central Time Zone



MASSACHUSETTS CENTER

Lawrence, Massachusetts

- Dedicated facility serving the Commonwealth of Massachusetts with blended in-center and work-from-home Agents
- Omnichannel Contact Center with phone, mail, email, webchat, and document processing
- Capacity to expand and support other programs



CARIBOU CENTER

Caribou, Maine

- 100-seat in-center capacity
- Newest facility launched September 2020
- Omnichannel Customer Service and BPO Support
- Blended in-center and remote Agent workforce supporting multiple Clients

EXPERTISE & PAST PERFORMANCE

SaviLinx delivers support in a variety of industries including:

- Federal and State Government including Paid Family Medical Leave Act (PFMLA) claims processing and support, Department of Labor (DOL) Unemployment Compensation inbound and outbound call center, Federal Financial Aid (FAFSA) student and parent support, health insurance steady-state benefits service and open season enrollment, Department of Transportation (DOT) anonymous hotline, and a state program that provides energy efficiency resources.
- Online retailers and e-commerce companies for assistance with online orders, phone support, and post-order customer service.
- Network and software as a service (SaaS) Tier 1, 2, and 3 technical support.
- Online platform companies (“apps”) with level 1 and level 2 technical support and customer service.



SaviLinx is committed to the following **Guiding Principles**:

1. Make every interaction meaningful
2. Create an inspiring, passionate culture
3. Empower creativity to bring forward innovative solutions
4. Operate with respect and integrity

ORGANIZATION	DESCRIPTION OF SUPPORT	LOCATION	AGENT TYPE	CHANNELS	AGENTS
Department of Family Medical Leave (DFML) (Commonwealth of Massachusetts) 2020 – Present	Solution, design, stand up, and operate a contact center supporting citizens submitting claims under the Commonwealth’s new Paid Family Medical Leave Act	Brunswick, Maine and Lawrence, Massachusetts	Claims support and processing, Dedicated	Inbound and outbound phone, email, web	125+
Department of Labor (State of Maine) March 2020 – September 2021	Provide overflow support for unemployment claims inquiries, submission, processing, and management.	Brunswick, Maine and Hattiesburg, Mississippi	Claims support and processing, Dedicated	Inbound and outbound phone, email, web	100+
Department of Labor (Commonwealth of Massachusetts) March 2020 – October 2021	Provide overflow support for unemployment claims inquiries, submission, processing, and management.	Brunswick, Maine and Hattiesburg, Mississippi	Claims support and processing, Dedicated	Inbound and outbound phone, email, web	500+
Department of Health and Human Services – Maine CDC (State of Maine) March 2021 – Present	Schedule COVID vaccine appointments and provide information to citizens regarding eligibility and access.	Brunswick, Maine and Hattiesburg Mississippi	Eligibility and access support, scheduling	Inbound and outbound phone, email	150
Department of Transportation – Office of Inspector General (Federal) 2019 - Present	Maintain hotline for reporting of waste, fraud, abuse, or mismanagement of DOT programs or operations	Brunswick, Maine	Customer Service, Shared	Inbound phone, Email	15
GDIT/HPE/Perspecta/ EdFinancial (Federal) 2015 - Present	Work-from-Home Agents supporting the federal government student financial aid program for the DOE	Hattiesburg, Mississippi	Customer Service, Dedicated	Inbound phone, Email	150-300
FedPoint (Federal) 2016 - Present	Quality Assurance and inbound call assistance to support the OMP and TRICARE BENEFEDS Program; Seasonal Open Enrollment	Brunswick, Maine and Hattiesburg, Mississippi	Customer Service, Dedicated	Phone	45 steady-state; 750+ seasonal
Efficiency Maine (State of Maine) 2015 - Present	Inbound and outbound phone, email, and fulfillment services for the State’s energy efficiency program	Brunswick, Maine	Customer Service, Dedicated	Phone, webchat, outreach, fulfillment	8
Dept. of Economic and Community Development (State of Maine) 2021 – Present	Outbound phone to respond to business inquiries	Brunswick, Maine	Customer Service, Dedicated	Outbound phone	1