

# MATC-Alliance Call Center Solutions

Located in the US, MATC-Alliance offers state-of-the-industry, cost-effective Call Center Services.

- Flexibility
- Robust Reporting and Analytics
- Size and Scalability
- Always-on
- Technology
- Shortest time to go-live
- Multi-lingual capabilities
- Full redundant and fail-over

Specialists in:

- Lead Generation
- Disaster Recovery Services
- Customer Care
- Help-Line Services
- HealthCare and Medical
- Patient / Caller Assistance
- Forms and Documentation
- Emergency Calls
- Customer Retention
- Upsell and Cross Sell Services
- Complaint Management
- Research Calling
- Government Agency Services
- Crisis Management / Response
- Insurance Claim Assistance
- Scheduling and Contact Services



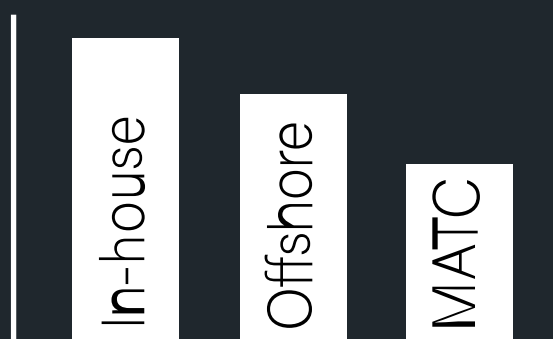


Even if you need only one agent, we have you covered

MATC-Alliance is not like any other Call Center. We're based in the US, we guarantee what we commit to delivering and no matter what Call Center Service you need, we will find a way to deliver.

- Within your budget
- End-to-end solutions or Call Center overflow or peak-hour assistance
- Detailed Reports and Analytics
- Latest in Call Center Technology

## Cost Effective



Let us price a program for you. We use technology and business smarts to drive costs from our business and we pass these savings on.

## Flexible Programs







Whatever your Call Center needs our professionals can construct a program specifically for your requirements:

- Peak Call Overflow
- Off-hours coverage
- End-to-end Call Center / Help Desk
- Programs such as research or customer retention

## Technologically Advanced

IBM and HP servers  
 Nortel and Cisco voice / data switches  
 Aspect and Trudial predictive dialers  
 Redundancy, backup and security

## Industry Specific

-  Medical and HealthCare  
HIPAA and HITECH compliant
-  Banking and Finance
-  Government and Agency  
Disaster Recover
-  Insurance
-  Retail
-  Telecomms

## ROI, KPIs Reports and Analytics

- Efficiency
- Delivery
- Volume
- Quality

