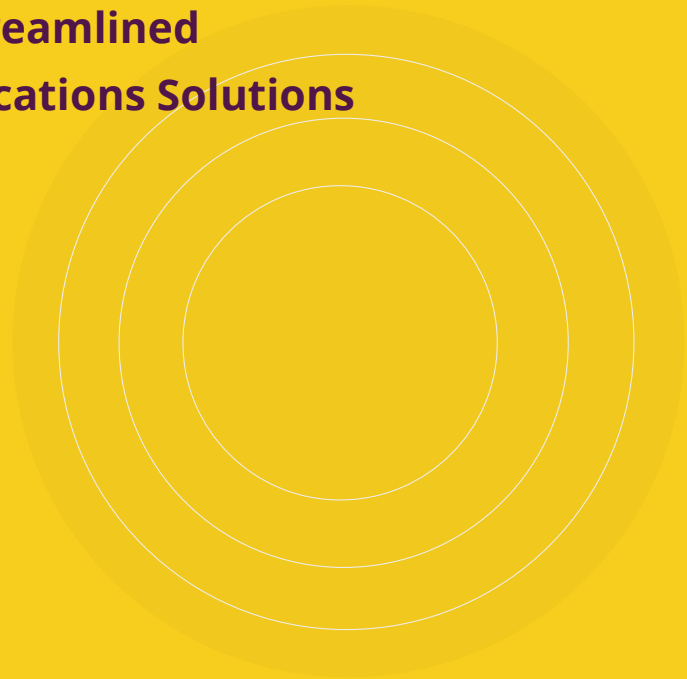


TRACHMAR

Contact Center | Print | Fulfillment

**Streamlined
Communications Solutions**



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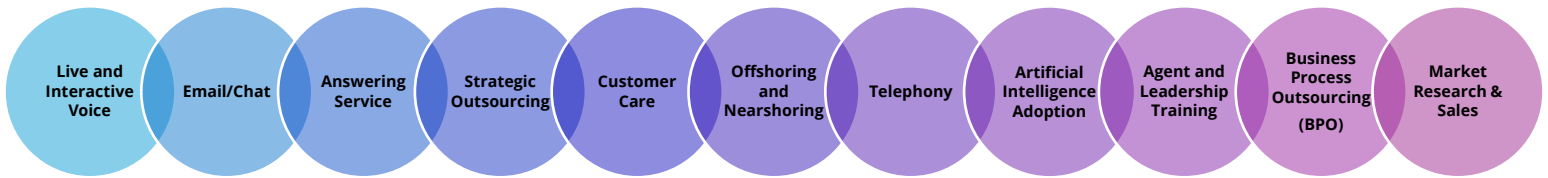
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Introducing TrachMar

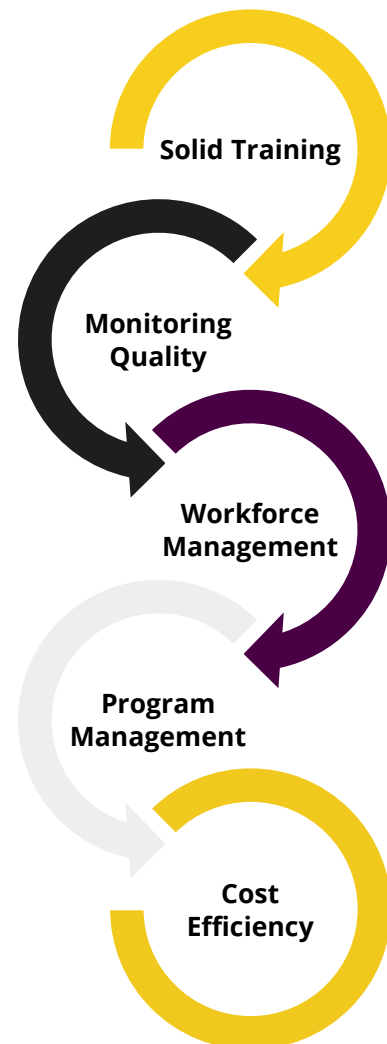
Streamlined | Communications | Strategies

TrachMar offers a full suite of contact center and print services for public and private sector clients. We are experts at integrating multiple communications channels — like voice, email, chat, and direct mail — into a unified solution. We develop a clear understanding of our clients' needs, whether we are managing a total solution or managing a total solution, providing individual service lines, or integrated as part of our clients' larger team. TrachMar is committed to excellence, and delivering knowledge, experience, and expert guidance to you and your customers.



Our experience is industry-agnostic. We're able to help organizations across a diverse collection of industries and markets. We pride ourselves on our ability to drive impact and deliver results to each of our clients.

Since 2008, we have been committed to delivering consistent, efficient, and quality customer engagement services for our clients. We invite you to experience the difference our expertise brings.



TrachMar Capabilities

Contact Center

Our contact center division provides best-in-class services covering a full range of solutions across a broad array of verticals, including:

- Healthcare
- Insurance
- Pharmaceuticals
- Political campaigns
- Transportation
- Estate Planning

Our ability to manage all your contact center needs are customized to meet your unique requirements.

Our Solutions

- Customer Service
- Tech Support
- Back Office
- Lead Generation
- Outreach
- Market Research
- Consulting

Our People

- Bilingual
- Available 24/7
- HIPAA Compliant
- On-Site/Remote
- Onshore
- Nearshore & Offshore

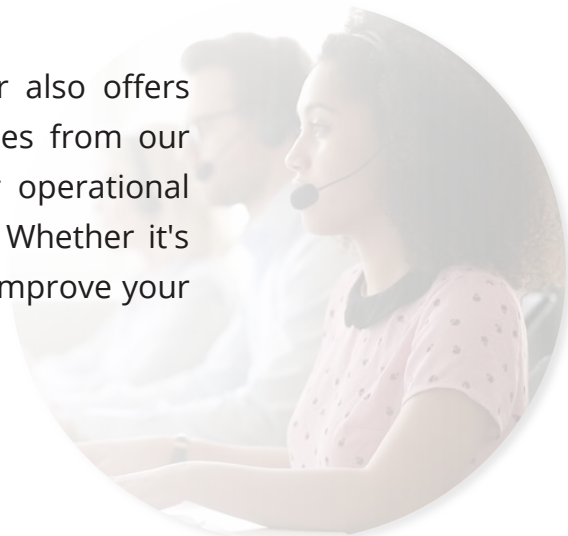
Our Services

- Inbound/Outbound
- Outsourcing
- Email & Chat
- AI Language/Speech
- Knowledge Management
- Customizable Training

Our versatile teams can flex to meet the specialized needs of your business, including the ability to operate in **either dedicated or shared agent models**.

In addition to the wide array of services above, TrachMar also offers extensive contact center and telephony consultation services from our team that has over 75 years of combined Contact Center operational leadership experience and telephony consultation services. Whether it's outsourcing your contact center entirely or collaborating to improve your team's efficiency, **TrachMar provides support**.

Contact us today to learn more.



Business Process Outsourcing

Choosing TrachMar as your Business Process Outsourcing (BPO) provider can reduce expenses and increase efficiency by outsourcing non-core tasks. This enables companies to concentrate on their primary activities and potentially expand more rapidly. TrachMar offers access to global specialists, advanced technology, and skilled workers, enhancing service quality and innovation at lower costs. Additionally, it allows your company to allocate resources according to market demands, work more productively, remain competitive, and save on operational costs. **Selecting TrachMar as your BPO partner will enhance productivity, improve efficiency, and reduce your operational costs.**

Helping you adopt Artificial Intelligence

The development of and advancements in artificial intelligence (AI) provide businesses with opportunities to work more efficiently, make informed decisions, and offer customers a personalized experience. Integrating AI into a business model can lead to increased productivity, cost savings, and new data insights that drive innovation, provide a competitive edge, and ensure long-term success.

Having an advisor like TrachMar to assist with adopting AI is important. TrachMar can help ensure AI is used ethically and legally, while safeguarding customers, business operations, and employees. While AI still presents some challenges including data privacy, biases, and evolving regulations, TrachMar can help you navigate those complexities and ensure the use of AI remains fair, transparent, and secure. With appropriate support and guidance from TrachMar, businesses can effectively utilize AI to innovate and enhance their operations.

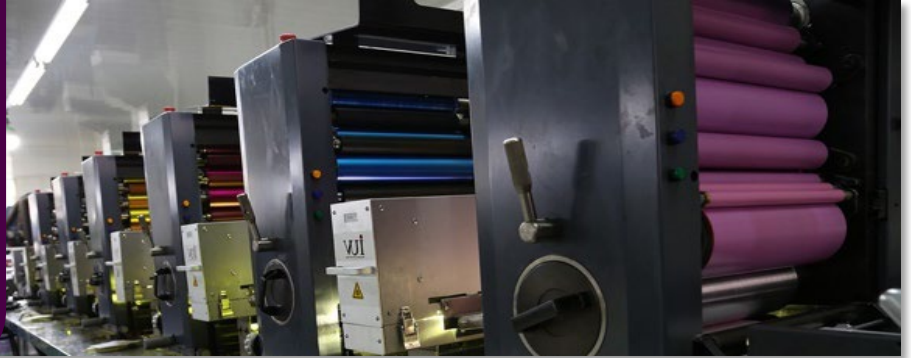


Print Services

TrachMar's print and fulfillment operation provides a deep understanding of the complex printing industry, assisting our clients in navigating print solutions and maximizing effectiveness and efficiencies. Whether it's short run, highly customized print-on-demand digital jobs, traditional offset printing, high-volume web press, or large format projects, TrachMar has the broad skill set to design and execute solutions that maximize effect at a competitive rate.

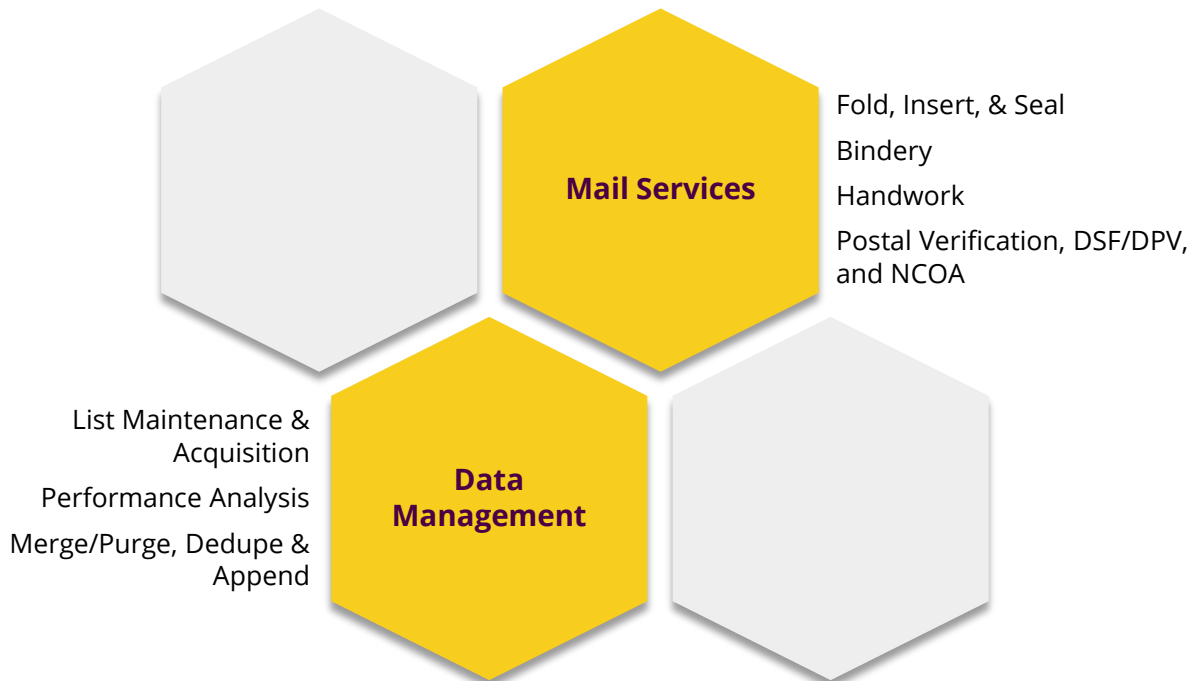
Printing Services

- Digital/Print-on-Demand
- Traditional Offset
- High-volume Web press
- Large Format



Mail & Data

Complementing our print services, TrachMar also provides data prep and mail services to ensure you reach the right audience at the right time.



Our consultative approach to print and fulfillment means our knowledgeable staff understands the current USPS regulations and can help ensure your cost structure is as affordable as possible. **We regularly advise our clients on creative ways to design, reduce package weights, and fulfill to keep the most expensive component of your mailings — the postage — as low as possible.**

Distribution & Warehousing

To minimize the cost of your marketing campaign, we can warehouse larger volumes of materials then draw them down over a period of time, distributing them quickly and efficiently, based on your marketing objectives. **This added convenience allows you to take advantage of volume ordering so you can keep your budget on track.**

Distribution

- 92.5% of the US within 3-days
- Domestic ground transit
- Customized tracking reports
- Coordinated roll-outs

Warehousing

- Real-time receiving, picking, and locating
- Inventory control
- Secure and scalable



Creative

When you're not quite sure where to start forming your message, or you need support getting it just right, TrachMar can help. In addition to our in-house team, we have relationships with a constellation of creative professionals who can help fill key needs in your communications strategy or design a comprehensive marketing campaign from the ground up.

Whether you need fresh ideas, strategic direction, or a full-scale execution plan, we tailor our approach to fit your unique goals and audience. Our team works collaboratively to ensure your message is clear, compelling, and consistent across all channels. With a deep understanding of industry trends and creative best practices, we help you cut through the noise and make a lasting impact. Let TrachMar be your partner in crafting communications that truly resonate and drive results.



Certifications

We're proud of the certifications we've achieved. Here's a summary of our accomplishments.

National Certifications

- Women's Business Enterprise National Council (WBENC)
- National Minority Supplier Development Council (NMSDC)

Texas Certifications

- Historically Underutilized Business (HUB)
- Women-Owned Business Enterprise (WBE)
- Diversity-Owned Business Enterprise (DBE)
- Minority-Owned Business Enterprise (MBE)

Tennessee Certifications

- Women-Owned Business Enterprise (WBE)

Illinois Certifications

- Women/Minority Business Enterprise

Massachusetts

- Minority-Owned Business Enterprise (MBE)
- Women-Owned Business Enterprise (WBE)

Wisconsin

- Minority-Owned Business Enterprise (MBE)
- Women-Owned Business Enterprise (WBE)

Pennsylvania

- Diversity-Owned Business Enterprise (DBE)

Virginia

- Diversity-Owned Business Enterprise (DBE)

Utah

- Diversity-Owned Business Enterprise (DBE)

Louisiana

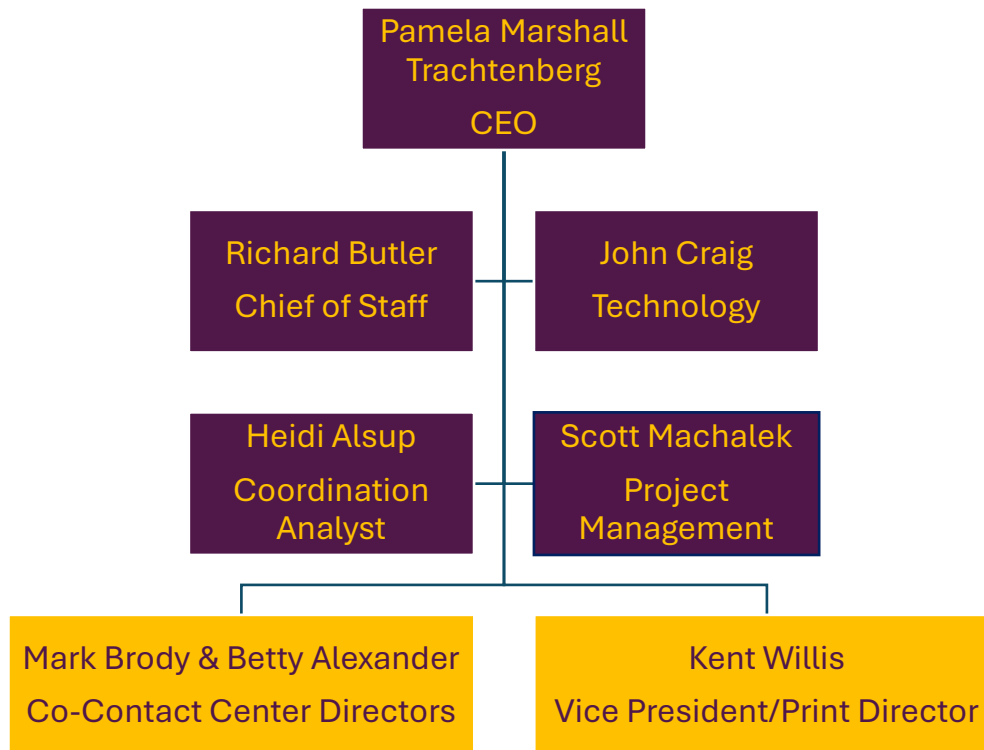
- Diversity-Owned Business Enterprise (DBE)

North Carolina

- Diversity-Owned Business Enterprise (DBE)

Leadership Team

Our leadership team is comprised of industry professionals with deep experience in delivering the services TrachMar offers at a level of excellence that is second-to-none. We pride ourselves on being able to adapt our experience and our knowledge to deliver cost-effective results for each of our clients.



Company Profile, Compliance, and Security

TrachMar is a Limited Liability Company (LLC) that elects S-Corp status. We have contact center teams in Austin, TX, Phoenix, AZ, and Guatemala City, Guatemala. At all locations, our clients have ready access to their project managers, front-line supervisors, and — most importantly — their agents. TrachMar’s operations are designed to be responsive and nimble, allowing us to launch new programs or pivot within existing programs very quickly. Additionally, we can operate with remote team members, where possible, to provide the ultimate flexibility. This also means that, **no matter where you’re located, TrachMar can help!**

We understand how important the security and integrity of data is to your business and your customers. For that reason, we take compliance seriously. TrachMar’s team has the knowledge to help you navigate the most complex information compliance situations.

In addition to a robust training and education program to protect the security of your data (including HIPAA training for all employees), TrachMar employs a variety of physical security measures to safeguard the data we're entrusted with. This includes 24/7 secured access to our facilities and security camera monitoring.

Our network and database infrastructure resides outside the physical contact center and requires dual security access. Database transmissions are always encrypted, and each member of our data management team is required to pass rigorous background checks.

NAICS Codes:

NAICS Code 561421: Local Call Centers (E.G., Answering Services, Message Services)

NAICS Code 561422: Telemarketing Bureaus and Other Contact Centers

NAICS Code 323111: Commercial Printing

NAICS Code 513140: Directory and Mailing List Publisher

NAICS Code 488991: Packing and Crating

NAICS Code 488510: Freight Transportation Arrangement

NAICS Code 541614: Process, Physical Distribution, and Logistics Consulting Services

NAICS Code 541618: Other Management Consulting Services

NAICS Code 541930: Translation and Interpretation Services

NAICS Code 541990: All Other Professional, Scientific, And Technical Services

Disclaimer

The information contained in this document is current and accurate as of the date of publication. For questions, certifications, or further information, please reach out to your TrachMar point of contact. The information contained herein is not intended to be an all-inclusive representation of TrachMar's service offerings. Please work directly with your TrachMar contact for additional information about our products and services.