

## **V-Tech Surpasses Service Level Agreements on CDR Help Desk for 2005**

**2005 Silver Spring, MD** – Under a subcontract to Unisys, V-Tech is supporting the Federal Financial Institutions Examination Council (FFIEC) Central Data Repository (CDR) reporting process by operating the CDR Help Desk. The CDR System is used to report and analyze all financial deposit transactions by banks nation-wide. This 10-year contract is for the architecture, design, integration, development, programming, operation, maintenance, and housing of the Total Call Center Solution. The Help Desk supports over 8,100 Financial Institutions nation-wide, the Headquarters, and eight Regional Offices of the Federal Reserve Banks (FRB), the Federal Deposit Insurance Corporation, (FDIC), the National Credit Union Administration (NCUA), the Office of the Comptroller of the Currency (OCC), and the Office of Thrift Supervision (OTS) with the submission and review of Central Data Repository Reports.

In November of 2004, V-Tech successfully completed a system-wide test of the in-house integrated systems, (telephone, Remedy, automatic call distribution (ACD), network, servers and PCs). Stand-up of the call center and systems was completed ahead of schedule and under budget. The system-wide test exceeded the Service Level Agreement (SLA) parameters and expectations of the client. In addition to establishing and operating the Total Call Center Solution, V-Tech staff participated in multiple phases of the CDR system testing, developed training materials and documentation, and participated in project and program planning and meetings.

Full-scale operation of the Total Call Center Solution began in 2005. Initially, the in-house Call Center was staffed from 7:00 AM to 10:00 PM, Monday through Saturday. During peak processing periods, we now provide 12-hour coverage and operate on weekends. Customer service requests are received via telephone, e-mail, and fax. All requests are tracked using Remedy software, with system-to-system Tier-3 referrals to six software developers and the Unisys Operations Center.

As a result of the quality service, responsiveness, and excellent performance by the Call Center staff, V-Tech was able to surpass all of the monthly SLA requirements of the CDR Call Center. As a result, V-Tech received staff recognition for service excellence and superior performance from FFIEC and the prime contractor in 2005.

### **About V-Tech**

As a VA– certified Veteran–owned Small Business (VOSB), V–Tech provides high quality Data Center Services, IT Security, and Service Desk Support to our DoD, Federal, State, and Local clients. We begin by developing a “True Partnership in Excellence” with each engagement using our ISO–based FACE approach: Focus on quality, Accountability through proven service management methods, Commitment to quality, and improving systems and services with strategic Execution to deliver program improvement to our clients. Our certified IT service management system brings together the latest technologies and seasoned industry certified professionals to provide our clients with the expertise and experience needed to minimize client risk and overcome today’s IT challenges.

V–Tech provides experienced, customer–focused professionals to meet the outsourcing, consulting and staffing needs of our clients. We bring proven technical and management expertise, industry

certifications, financial strength, and a unique ability to collaborate with our clients. Our company slogan, “Excellence on Display,” exemplifies V-Tech’s commitment to ensuring that our clients meet their program objectives as we improve their agility, cut costs, and reduce risks.

You can visit V-Tech at [www.v-techsolutions.net](http://www.v-techsolutions.net), find us on [Facebook](#), or follow us on Twitter at [VTechBuzz](#).

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