

V-Tech Solutions Awarded \$7 Million+ Contract to Provide Call Center Support Services for U.S. Patent and Trademark Office

November 20, 2008 Silver Spring, M – V-Tech Solutions, a rapidly growing IT and professional services company specializing in customer contact support, announced today a contract valued at more than \$7 Million for up to five years, to provide call center support services for the U.S. Patent and Trademark Office Contact Center (UCC).

Under the terms of the contract, V-Tech Solutions will provide comprehensive call center support to help the UCC effectively meet its goal of providing high quality front-line customer service to the public seeking information on a variety of USPTO programs and services. UCC customer inquiry volume last year alone included 300,000 phone calls and 21,000 emails. V-Tech Solutions will be responsible for assisting the UCC in providing timely, accurate and professional responses to customers; accurately measuring quality and satisfaction; effectively collaborating with other USPTO contact centers and monitoring costs. Specifically, V-Tech Solutions will provide support for:

- Maintaining and supporting manuals and documentation
- Managing and delivering responses to customer inquiries and requests through: Telephone, voice mail, fax, postal mail, returned mail and e-mail communications
- Answering public requests for assistance in the walk-up window of the Public Search Facility (PFS)
- Measuring customer response and satisfaction levels to ensure superior support

V-Tech's call center and help desk services provide a transparent, seamless interface through a proven turn-key approach backed by a robust communications platform. Professionally trained customer relationship management (CRM) agents and managers support calls for a variety of issues with timely, accurate and meaningful responses. A diverse multilingual staff delivers multi-tiered services for in-house or customer-located support with flexible inbound/outbound support hours including weekends. Comprehensive reporting packages and call tracking/trouble ticketing software solutions ensure the highest level of quality control available. In addition, advanced, automated web-based self help service options deliver flexible user-controlled experiences.

V-Tech Solutions President and CEO, Victor P. Holt, commented: "The USPTO Contact Center is a prime example of government excellence at work. We look forward to delivering our proven OneCall™™™ CCM call center services for such a committed agency, helping to ensure the outstanding customer support that has come to be expected from this high-volume center, while fostering an environment for even greater innovation and excellence going forward. We look forward to maintaining a long partnership with them."

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, find us on [Facebook](#), or follow us on Twitter at [VTechBuzz](#).

About USPTO Contact Center

The USPTO Contact Center (UCC) is the front-line customer service center for the United States Patent and Trademark Office and responds to public inquiries seeking information on a variety of USPTO programs and services. For more information, visit: www.uspto.gov

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