



AGILITY. INNOVATION.
EXPERIENCE > DELIVERED.

CONTACT CENTER OPTIMIZATION AND TOOL INTEGRATION

HighPoint Digital, Inc. (HighPoint) specializes in investigating and implementing new technologies and using innovative vendors to maintain a foothold in the market, keeping our customers current and satisfied. We analyze operations to identify and implement improvements to meet the mission. The following are some results of our optimization efforts:

Verint Call Center Application Operational Maintenance: 24/7 CMS Contact Center call recording and monthly Test and Production environment patching supporting:

- Microsoft Windows and Server OS
- Database systems
- Verint application
- Zero-Day Nessus Scans & Telephony

Desktop Process Analytics (DPA): The significant increase in remote work during the COVID-19 pandemic introduced the need for Contact Center Operations (CCO) employee desktop monitoring for over 7,000 users.

DPA provides employee desktop application and idle activity information to optimize business processes and improve system use.



Quality Now: A **CUSTOM-BUILT SOLUTION** that improves the overall customer experience by **CONSOLIDATING FUNCTIONALITY** within Verint, moving Customer Service Representatives (CSRs), Quality Monitors, and Supervisors closer to evaluating and coaching CCO CSRs within a single system



Learning Management System (LMS) FedRAMP Cloud Migration: HighPoint transitioned from an on-premises to **CLOUD-BASED LMS** in 2020 maintaining data integrity with no user downtime. Our cloud-based LMS serves **OVER 15,000 USERS PER DAY**



Elasticsearch: This tool **ENHANCES** the Content Viewer Search feature by adding the ability to search by Title, Keyword, and/or Content Type. Additional features allow CSRs to narrow search results using keywords and to search for Spanish words. The ability to search (full text) within documents **SAVES TIME AND IMPROVES SEARCH RESULTS**

HighPoint supports both on-prem CCO physical server hardware and VMware hosts in a multi-data center environment.

ABOUT HIGHPOINT

Established in 2006 with the sole purpose to elevate citizen experience and promote US diplomacy. From contact centers and training to digital and data services, our team works with Government agencies to efficiently integrate people, processes, and technology that help Government deliver on the needs of its citizens and employees.

Privately held company with offices in Indianapolis, Indiana; Baltimore, Maryland; and Herndon, Virginia.

For additional information, visit www.highpointdigital.com.

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CONTRACT VEHICLES

- CIO-SP3 Unrestricted
- MAS Schedule Contract (Includes Professional Services Schedule)
- FCC Application Development Support Services (ADSS)

OUR IMPACT

Our work impacts millions of citizens working with 15+ Government clients.

We help citizens gain access to healthcare, ensure our troops are fed around the world, and connect the world to US diplomacy.



11 MILLION PEOPLE through HUD systems living in multi-housing facilities



2 MILLION TROOPS across 550 global locations through food ordering and receipt system



60 MILLION MEDICARE BENEFICIARIES accessing healthcare



203 MILLION CITIZENS using the Federal banking system daily



8.5 MILLION CITIZENS accessing regulations daily

CORE CAPABILITIES

Integrated services provide efficient outcomes to the Federal Government.

- Contact Center Optimization
- Agile Application Development
- Digital and Media Services
- Data Services
- Training and Knowledge Management

CERTIFICATIONS

