

TRAINING

HighPoint

AGILITY. INNOVATION.
EXPERIENCE > DELIVERED.

TRAINING DESIGN & DEVELOPMENT

The [HighPoint Digital, Inc.](#) (HighPoint) Training team brings the strategy, approach, methodologies, and agility to build workforce knowledge and skills. Our team's proven method combines industry standards with innovative training techniques to exceed high-quality standards for design and delivery. Our team is well versed in the complexities of a highly dynamic, 24/7, multichannel engagement, as evidenced through our support to the Centers for Medicare and Medicaid Services (CMS) and other customers.

HighPoint's approach leverages established methodologies including Agile Product Development; the Analyze, Design, Develop, Implement, and Evaluate method (ADDIE); and Human-Centered Design to produce and refine more than 6,000 plain-language products a year for our CMS client alone.

We promote learner engagement using:

- Interactive, gamified activities
- Customized graphics and User Interface
- Realistic practice scenarios
- Branching exercises
- Microlearning
- Knowledge checks with real-time feedback



Work From Home Training Materials:

In response to COVID-related call center closures, we worked with our clients to provide Customer Service Representatives (CSRs) with a Work from Home training manual that included innovative YouTube videos on remote work best practices and common IT issues, ensuring a **SEAMLESS TRANSITION** while maintaining adherence to business processes and our goal of providing a complete customer service experience



Quality Now: To shift CSR focus to improved call handling skills and a **BETTER CUSTOMER EXPERIENCE**, HighPoint developed the Quality Now curriculum for Quality Monitors, Supervisors, and CSRs, which prompted a change in the customer service mindset, resulting in higher call satisfaction and CSR morale

TEAM CERTIFICATIONS

- Adobe Captivate Professional
- Human-Centered Design
- Association for Talent Development (ATD) Instructional Design
- ATD Virtual Facilitation
- Lean Six Sigma Green Belt

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

