# Large DeployedSolutions

HIPAA Compliant Case Data Input: The project handles extremely sensitive financial and medical data requiring strict HIPAA compliance and near 100% accuracy

HIPAA Compliant Skip Trace / Number Lookup Services: Telegenisys has worked for this company which serves many large insurance carriers to locate clients who have changed numbers or addresses.



HIPAA Compliant Medical Record Retrieval Services: Telegenisys has supported Medical Records Retrieval Company by making calls and updating the case data for medical record requests.

UK Data Controller Compliant Debt Management Processes: We handle very sensitive loan data and determine debt management needs of clients for this process. The process has worked and it provides critical analytical and communication support to our customer.

Traffic Modeling Support and Data Reduction: Each of our analysts works with thousands of photographs per hour tracing traffic to help create models which address road canacity and traffic patterns.





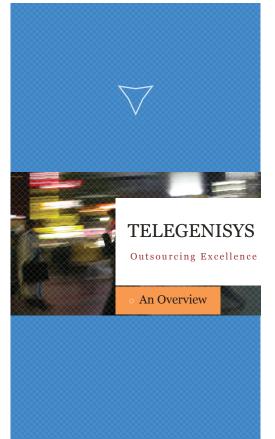
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## **BUSINESS SERVICES**

- Customer Care & Support
- B2B Telemarketing
- · B2C Telemarketing
- Data Entry
- Data Conversion
- Content Development



- · Accounting & Financial Services
- Medical Records Retrieval
- Market Research
- Data Creation & management
- · Document Scanning & Sorting
- Infomercial Sales & Services
- Insurance Claims

"Telegenisys doesn't just run a process, we work with our clients to nurture it, make it productive, define and mature the metrics and ensure ongoing performance. Since our founding in 1994 we have provided a wide range of customer support, back office, and telemarketing outsourcing solutions for clients worldwide. Aided by our world-class infrastructure, business competencies, domain knowledge and expertise and a dedicated group of highly skilled and trained professionals, we are able to provide the best quality outsourcing services our clients."



"With a focus on customer intimacy, process, innovation & operational excellence,
Telegenisys promise to enhance the business performance and create business value for its customers at a reduce cost of ownership."

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### DATA ENTRY SERVICES

Process Management Support: Telegenisys prides itself in creating a process description which give origin or further refines the service level components into a SLA (Service Level Agreement).

#### Physical and Electronic Data Security:

Telegenisys is compliant with one of the most stringent standards in data security HIPAA (Health Information Portability Act) and is a registrant to the UK Data Controller registration.



Client System Integration: Telegenisys uses multiple data Links in a redundant architecture to support data needs. Security is implemented by using a high grade Virtual Private Network (VPN) or customized security layer support with tunneling options to engage the client systems directly.

Power Grid: Using a highly redundant architecture we can support systems at multiple levels if the public supply fails. Online battery systems assume control immediately upon loss of power and a Green Diesel power generation plant kicks in within 10 seconds for extended support.

**Performance Metrics:** For each key performance area identified in describing process requirements, we create objective measurements and implement the process to ensure that the measurement is made frequently.