Solutions for **Government Programs**

Laser Focused on Supporting Large Scale Government Sponsored Programs

Tech + Human Touch Business Services Support for Public Assistance Programming

Federal, state, and local government sponsored consumer programs require outsourced business service partners that are highly responsive, provide best practice data security, and comply with all regulatory guidelines. These agencies expect outsourced business service partners who demonstrate an unwavering focus on detail and precision.

For almost 20 years Solix has delivered precise eligibility determination, case management, and large scale programmatic support across a broad range of public assistance and subsidy programs. From data security to compassionate outsourced contact center support, Solix focuses on the details that are critical to the delivery of a broad range of financial products and services.

We understand the specific needs of government mandated, consumer focused programs. Our diligence and focus positions us as a leading provider of Business Process Outsourced (BPO) services to a broad range of governmental organizations that require precise program execution and white glove customer care. Solix works hard to support the operational and business challenges of government mandated programs designed to support families all across the nation. We understand the delicate balance that must be maintained between customer satisfaction and the need to manage costs and program efficiency.

Decades of Business Services Support to Governmental Agencies

For decades Solix has worked with federal, state, and local governmental agencies to help them with in the areas of program deployment, operational day-to-day management and reporting. We provide a broad range of support including:

- ✓ **Program Design** – Collaborative support developing and deploying detail intensive programs

- ✓ **Case Management** – Precise application processing and eligibility determination services

- ✓ **Customer Care** – Omni-channel equipped contact centers providing multiple communication options

- ✓ **Technology** – Highly customizable business process management platform enabling integrated support programming

- ✓ **Data Security** – Highly secure and redundant protocols to satisfy the most demanding industry standards

- ✓ **Growth Programming** – Business intelligence and program analytics solutions combined with customer outreach and acquisition assistance.

SOLIX

A Passion for Precision

Industry Insights and Experience

Our broad multi-industry experience has afforded us opportunities to help agencies improve program efficiencies and customer impact. We understand the importance of compliance monitoring and data security essential to government entities.

We appreciate the need for precise program management, efficiency, and compliance with state, local, and federal regulations. We've been delivering measurable impact in many forms:

- 800+ US based associates with extensive program design and implementation across industries

- Multiple US based Contact Centers handling 2M calls annually with 99% measured accuracy

- 300+ Contact Center Agents

- Bi-lingual customer care program support

- 97% documented customer satisfaction scores

- 20M+ applications reviewed with eligibility determinations in less than 5 minutes

The Solix Difference

For 20 years Solix has supported government based public assistance and subsidy programs including:

Lifeline – Large scale landline, cellular, and broadband low income assistance telecom programs

ABLE – Special government sponsored savings programs for targeted disabled consumers

Disaster Relief – Solix provided eligibility determination and funds distribution for Hurricane Sandy victims

Effective support of large-scale, targeted government administered programs demands outsourced service providers that provide end-to-end scope support. Solix provides a range of mission critical capabilities including:

- Program design, deployment and reporting

- Regulatory compliance management

- Billing and collections expertise

- Monitoring and real time program reporting

- Multiple US based support centers

Focused on the Needs of Governmental Programs

We help manage complex programs by providing a range of critical outsourced business services:

PROGRAM DESIGN
Collaborative support developing and deploying large scale regulatory programs

CLAIMS PROCESSING
Precise application and eligibility processing services.

CUSTOMER CARE
Multi-lingual and omni-channel contact center support

ELIGIBILITY DETERMINATION
Automated and manual eligibility determination and case management support

FUNDS DISBURSEMENT
Accountable funds management and secure disbursement support

COMPLIANCE MANAGEMENT
Detailed compliance management and reporting systems/protocols

Benefit from Precise Program Execution

Let Solix show you how we can help you implement complex, large-scale support programs while delivering improved program metrics for your organization. When efficiency, attention to detail, and customer satisfaction are key…count on Solix.

FOR MORE INFORMATION ON OUR GOVERNMENT PROGRAM SUPPORT:
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